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VAIO Tap 20
SVJ2021

Use this manual if you encounter any problems, or have any questions about your VAIO computer.

Read This First

Visit the VAIO support website that provides up-to-date information on your VAIO computer.

http://esupport.sony.com/US/VAIO (USA)

http://www.sony.ca/support/ (Canada: English)

http://fr.sony.ca/support (Canada: French)

http://esupport.sony.com/LA/VAIO (Latin American area)

http://esupport.sony.com/BR/VAIO (Brazil)

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Use this manual if you encounter any problems, or have any questions about your VAIO computer.

Visit the VAIO support website that provides up-to-date information on your VAIO computer.

http://esupport.sony.com/US/VAIO (USA)

http://www.sony.ca/support/ (Canada: English)

http://fr.sony.ca/support (Canada: French)

http://esupport.sony.com/LA/VAIO (Latin American area)

http://esupport.sony.com/BR/VAIO (Brazil)

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Read This First

Congratulations on your purchase of this VAIO(R) computer.

About your VAIO computer's configuration

To find out about the configuration of your VAIO computer, visit the Sony online support website. [Details]
Some features, options, and supplied items may not be available on your VAIO computer.

Features

Available features vary depending on the model or options you selected. Not all features described in this manual are available depending on your model.

Illustrations

Illustrations, photos, or screenshots in this manual may look slightly different depending on the model or options you selected.

Apps

The preinstalled apps may vary depending on the model or options you selected. The apps described in this manual may not be preinstalled on your VAIO computer.

Supplied manuals

The following manuals are supplied with your VAIO computer.

On-screen documentation

- **User Guide - Introduction Version** [Details]
  A preinstalled manual with limited information of your VAIO computer, focused on support and Internet connection. The **User Guide - Introduction Version** is replaced with a complete version of the **User Guide** (this manual), after update.

- **User Guide (this manual)**
  General information and operation instructions about your VAIO computer including support and troubleshooting information

Printed documentation

- **Quick Start Guide**
  An overview of how to set up and get started with your VAIO computer

- **Recovery, Backup and Troubleshooting Guide**
  Information on how to recover and back up your VAIO computer, as well as troubleshooting information

- **Safety Regulations**
  Read carefully before activating the wireless functions such as the wireless LAN and BLUETOOTH technology.

Other references

- **Windows Help and Support** [Details]
  A comprehensive resource for practical advice, tutorials, and demonstrations to help you learn to use your VAIO computer.
- **App help files**
  App help files may be included with the preinstalled apps on your VAIO computer. You may be able to access the help files from the help menu.

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Related Topic

About Online Support Website

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Apps

Closing Apps

You can close currently running apps by following the instruction below.

Installing Apps from Windows Store

You can install apps from Windows Store.

Opening the App Menu

Many apps have app menus that you can use to control your app. Follow the instructions below to open the app menu.

Searching/Starting Apps, Settings, or Files

You can search apps, files, or settings on the charms, and then start your desired apps, files, or settings.

Switching Apps

You can switch between apps that are currently running.

Switching User Accounts

You can switch to another user account by following these steps.

Viewing Running Apps

You can view running apps by displaying the list on the Start screen. [Details]

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Menu

About the Start Screen and Menu

You can add shortcuts to apps, the desktop, and websites that you use the most.

Opening Control Panel

You can open Control Panel by following these steps.

Opening the Charms

You can open the charms to search for apps and files, share content, play content on other devices or print, and set up your VAIO computer.

Opening the Desktop

You can access the desktop from a tile, just like an app. Open the desktop by following the instruction below.

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Store

Installing Apps from Windows Store

You can install apps from Windows Store.

Switching User Accounts

You can switch to another user account by following these steps.

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Display

About the Start Screen and Menu

You can add shortcuts to apps, the desktop, and websites that you use the most.

Opening the Desktop

You can access the desktop from a tile, just like an app. Open the desktop by following the instruction below.

You might be looking for the following topics:

About the Touch Screen<Touch screen equipped models>
Adjusting the Angle of the Screen
Adjusting the LCD Brightness Automatically
Changing the LCD Brightness
Changing the Resolution (Size) of the Screen Image
Displaying Images Smoothly (Mobile BRAVIA Engine 2)
Enlarging the Text Size (DPI)<Touch screen equipped models>
How to Use the Touch Screen<Touch screen equipped models>
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Internet

Installing Apps from Windows Store
You can install apps from Windows Store.

You might be looking for the following topics:

About a Security Key for Wi-Fi(R) (Wireless LAN)
About the Internet Connection Services
About the Network (LAN)
About the Wi-Fi(R) (Wireless LAN) Standards
Connecting to the Internet with a Wired Connection
Disabling the Wi-Fi(R) (Wireless LAN) Function
Launching the Web Browser (WEB Button)<WEB Button equipped models>
Notes on Using the Wi-Fi(R) (Wireless LAN) Function
Starting Wi-Fi(R) (Wireless LAN) Communications
Stopping Wi-Fi(R) (Wireless LAN) Communications
Using the Antivirus App for Your VAIO Computer

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Entering Sleep Mode, Shutting Down, or Restarting

You can place your VAIO computer into Sleep mode or shut down/restart the computer by following these steps.

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Charging the Battery Pack
Connecting a Power Source
Installing/Removing the Battery Pack
Notes on Sleep Mode
Notes on Using the Power Source
Restarting Your VAIO Computer
Selecting a Power Plan
Shutting Down Your VAIO Computer
Turning on Your VAIO Computer
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Windows

Opening Windows Help and Support
You can open Windows Help and Support by following these steps.

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Keyboard

Parts and Controls of the Keyboard
Describes the features of the keyboard, such as keys, buttons and indicator lights.

You might be looking for the following topics:

About the Usage Environment for the Keyboard
Checking the Caps Lock / Num Lock / Scroll Lock States
Checking the Remaining Battery Power of the Keyboard
Combinations and Functions with the Fn Key
Connecting the Wireless Keyboard
Entering Characters with Touch Screen Operations<Touch screen equipped models>
Replacing the AA Battery of the Keyboard

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Parts and Controls on the Back

Describes the features on the back of the VAIO computer, such as connection ports.

Parts and Controls on the Front

Describes the features on the front of the VAIO computer, such as buttons and indicator lights.

Parts and Controls on the Sides

Describes the features on the sides of the VAIO computer, such as connection ports.

You might be looking for the following topics:

About the ASSIST Button
Adding and Removing Memory Modules
Booting Your VAIO Computer from External Devices
Checking Supplied Items
Customizing Your VAIO Computer
Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
Notes on Adding and Removing Memory Modules
Setting Up an Appropriate Work Environment
Setting the Stand
Updating Your VAIO Computer
Using VAIO Update
Viewing the System Information

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Mouse

Parts and Controls of the Mouse

Describes the features of the mouse, such as buttons.

You might be looking for the following topics:

About the Usage Environment for the Mouse

Checking the Remaining Battery Power of the Mouse

Connecting the Wireless Mouse

Replacing the AA Battery of the Mouse

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Battery

Charging the Battery Pack

The battery pack can be charged even while you are using your VAIO computer when the computer is connected to a power source.

Installing/Removing the Battery Pack

Install the battery pack into the battery compartment of your VAIO computer.

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Checking the Battery Charge Capacity
Extending the Battery Life
Notes on Using the Battery Pack

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Keyboard

About the Usage Environment for the Keyboard
This section explains how to use the wireless keyboard.

Replacing the AA Battery of the Keyboard
Change the AA battery in the keyboard when the battery power becomes low.

You might be looking for the following topics:
Checking the Caps Lock / Num Lock / Scroll Lock States
Checking the Remaining Battery Power of the Keyboard
Combinations and Functions with the Fn Key
Connecting the Wireless Keyboard
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Parts and Controls of the Keyboard

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Mouse

About the Usage Environment for the Mouse
This section explains how to use the wireless mouse.

Replacing the AA Battery of the Mouse
Change the AA battery in the mouse when the battery power becomes low.

You might be looking for the following topics:
Checking the Remaining Battery Power of the Mouse
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Display

Adjusting the Angle of the Screen
You can adjust the screen angle of your choice.

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About the Touch Screen<Touch screen equipped models>
Adjusting the LCD Brightness Automatically
Changing the LCD Brightness
Changing the Resolution (Size) of the Screen Image
Displaying Images Smoothly (Mobile BRAVIA Engine 2)
Enlarging the Text Size (DPI)<Touch screen equipped models>
How to Use the Touch Screen<Touch screen equipped models>
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Memory module

Adding and Removing Memory Modules

If you want to increase your computer's speed or improve performance when running programs simultaneously, increase the amount of memory by installing optional memory modules.

Notes on Adding and Removing Memory Modules

Before adding or removing memory modules, read the following precautions thoroughly.

You might be looking for the following topics:

Viewing the System Information

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Power

Charging the Battery Pack

The battery pack can be charged even while you are using your VAIO computer when the computer is connected to a power source.

Connecting a Power Source

Connect your VAIO computer to an AC power source. Carefully read the precautions in Notes on Using the Power Source before connection. [Details]

Installing/Removing the Battery Pack

Install the battery pack into the battery compartment of your VAIO computer.

Shutting Down Your VAIO Computer

Shut down your VAIO computer properly to avoid losing unsaved data.

Turning on Your VAIO Computer

Turn on your VAIO computer to start Windows. Carefully read the precautions in Notes on Using the Power Source before turning on. [Details]

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Entering Sleep Mode, Shutting Down, or Restarting
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Adding and Removing Memory Modules

If you want to increase your computer's speed or improve performance when running programs simultaneously, increase the amount of memory by installing optional memory modules.

Checking Supplied Items

Check all items packed with the product before use.

Notes on Adding and Removing Memory Modules

Before adding or removing memory modules, read the following precautions thoroughly.

Setting Up an Appropriate Work Environment

This topic describes where to or not to place your VAIO computer and ergonomic instructions.

Setting the Stand

When the stand is closed, open it.

You might be looking for the following topics:

About the ASSIST Button
Booting Your VAIO Computer from External Devices
Customizing Your VAIO Computer
Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
Parts and Controls on the Back
Parts and Controls on the Front
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Apps

Installing Apps from Windows Store
You can install apps from Windows Store.

You might be looking for the following topics:

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Opening the App Menu
Searching/Starting Apps, Settings, or Files
Switching Apps
Switching User Accounts
Viewing Running Apps

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About the Internet Connection Services

The following types of Internet connection services are available.

About the Network (LAN)

The network (LAN) enables you to connect your VAIO computer to the Internet and transfer data between the computer and other devices.

About the Wi-Fi(R) (Wireless LAN) Standards

Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.

Connecting to the Internet with a Wired Connection

Before using the Internet, you need to sign up with an Internet Service Provider (ISP) and set up devices required for connecting your VAIO computer to the Internet.

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Wi-Fi

About a Security Key for Wi-Fi(R) (Wireless LAN)
A security key is a security protocol for a wireless LAN that encrypts data transmitted on the wireless LAN.

About the Internet Connection Services
The following types of Internet connection services are available.

About the Wi-Fi(R) (Wireless LAN) Standards
Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.

Disabling the Wi-Fi(R) (Wireless LAN) Function
You can disable the Wi-Fi function by following these steps.

Notes on Using the Wi-Fi(R) (Wireless LAN) Function
Before using the Wi-Fi function, read the following precautions for correct use.

Starting Wi-Fi(R) (Wireless LAN) Communications
You can establish Wi-Fi communications between your VAIO computer and an access point (not supplied).

Stopping Wi-Fi(R) (Wireless LAN) Communications
You can stop Wi-Fi communications by following these steps.

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A security key is a security protocol for a wireless LAN that encrypts data transmitted on the wireless LAN.

About the Internet Connection Services

The following types of Internet connection services are available.

About the Network (LAN)

The network (LAN) enables you to connect your VAIO computer to the Internet and transfer data between the computer and other devices.

About the Wi-Fi(R) (Wireless LAN) Standards

Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.

Connecting to the Internet with a Wired Connection

Before using the Internet, you need to sign up with an Internet Service Provider (ISP) and set up devices required for connecting your VAIO computer to the Internet.

Disabling the Wi-Fi(R) (Wireless LAN) Function

You can disable the Wi-Fi function by following these steps.

Installing Apps from Windows Store

You can install apps from Windows Store.

Launching the Web Browser (WEB Button)<WEB Button equipped models>

By pressing the WEB button, you can launch the default web browser.

Notes on Using the Wi-Fi(R) (Wireless LAN) Function

Before using the Wi-Fi function, read the following precautions for correct use.

Starting Wi-Fi(R) (Wireless LAN) Communications

You can establish Wi-Fi communications between your VAIO computer and an access point (not supplied).

Stopping Wi-Fi(R) (Wireless LAN) Communications

You can stop Wi-Fi communications by following these steps.

Using the Antivirus App for Your VAIO Computer

Protect your VAIO computer against computer viruses by using the antivirus app.

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Installing Apps from Windows Store

You can install apps from Windows Store.

You might be looking for the following topics:

Switching User Accounts

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Audio

Changing the Sound Output Device

If there is no sound coming from an external device connected to your VAIO computer, you need to change the device for sound output.

Connecting External Speakers or Headphones

You can connect external sound output devices (such as speakers or headphones) to your VAIO computer.

Connecting an External Microphone<Microphone jack equipped models>

You can connect an external microphone to your VAIO computer and enjoy voice chat, etc.

You might be looking for the following topics:

Adjusting the Microphone Volume
Adjusting the Speakers Volume
Adjusting the Volume in Windows
Playing Optimized Sound for Your VAIO Computer Using the ClearAudio+ Mode
Playing Surround Sound Using S-FORCE Front Surround 3D

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Battery

Installing/Removing the Battery Pack

Install the battery pack into the battery compartment of your VAIO computer.

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Charging the Battery Pack
Checking the Battery Charge Capacity
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Notes on the LCD screen
Read the following precautions for correct use of the LCD screen.

You might be looking for the following topics:

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About the Touch Screen<Touch screen equipped models>
Adjusting the Angle of the Screen
Adjusting the LCD Brightness Automatically
Changing the LCD Brightness
Changing the Resolution (Size) of the Screen Image
Displaying Images Smoothly (Mobile BRAVIA Engine 2)
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About the Internet Connection Services

The following types of Internet connection services are available.

About the Network (LAN)

The network (LAN) enables you to connect your VAIO computer to the Internet and transfer data between the computer and other devices.

About the Wi-Fi(R) (Wireless LAN) Standards

Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.

Connecting to the Internet with a Wired Connection

Before using the Internet, you need to sign up with an Internet Service Provider (ISP) and set up devices required for connecting your VAIO computer to the Internet.

Disabling the Wi-Fi(R) (Wireless LAN) Function

You can disable the Wi-Fi function by following these steps.

Launching the Web Browser (WEB Button)<WEB Button equipped models>

By pressing the WEB button, you can launch the default web browser.

Notes on Using the Wi-Fi(R) (Wireless LAN) Function

Before using the Wi-Fi function, read the following precautions for correct use.

Starting Wi-Fi(R) (Wireless LAN) Communications

You can establish Wi-Fi communications between your VAIO computer and an access point (not supplied).

Stopping Wi-Fi(R) (Wireless LAN) Communications

You can stop Wi-Fi communications by following these steps.

Using the Antivirus App for Your VAIO Computer

Protect your VAIO computer against computer viruses by using the antivirus app.

You might be looking for the following topics:

Installing Apps from Windows Store

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LAN

About the Internet Connection Services

The following types of Internet connection services are available.

About the Network (LAN)

The network (LAN) enables you to connect your VAIO computer to the Internet and transfer data between the computer and other devices.

About the Wi-Fi(R) (Wireless LAN) Standards

Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.

Connecting to the Internet with a Wired Connection

Before using the Internet, you need to sign up with an Internet Service Provider (ISP) and set up devices required for connecting your VAIO computer to the Internet.

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Mouse

About the Usage Environment for the Mouse

This section explains how to use the wireless mouse.

Connecting the Wireless Mouse

If you cannot use the wireless mouse supplied with your VAIO computer, it is likely that wireless connection setup is required between the wireless mouse and the computer.

You might be looking for the following topics:

Checking the Remaining Battery Power of the Mouse
Parts and Controls of the Mouse
Replacing the AA Battery of the Mouse

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Power

Connecting a Power Source

Connect your VAIO computer to an AC power source. Carefully read the precautions in Notes on Using the Power Source before connection. [Details]

Installing/Removing the Battery Pack

Install the battery pack into the battery compartment of your VAIO computer.

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Charging the Battery Pack
Entering Sleep Mode, Shutting Down, or Restarting
Notes on Sleep Mode
Notes on Using the Power Source
Restarting Your VAIO Computer
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USB

Charging a USB Device

You can charge a USB device even while your VAIO computer is off, in Hibernate mode, or Sleep mode by enabling the USB charging settings.

Connecting a USB Device

You can connect a Universal Serial Bus (USB) device such as a mouse, floppy disk drive, speaker or printer to your VAIO computer.

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BLUETOOTH

About BLUETOOTH(R) Security

The BLUETOOTH wireless technology has an authentication function, which allows you to control communication with other devices.

About the BLUETOOTH(R) Function

You can establish wireless communications between your VAIO computer and other BLUETOOTH devices, such as another computer, a smartphone, a mobile phone, a headset, or a mouse.

Communicating with Another BLUETOOTH(R) Device such as a Mouse

You can connect BLUETOOTH devices to your VAIO computer.

Notes on Using the BLUETOOTH(R) Function

Before using the BLUETOOTH function, read the following precautions for correct use.

Stopping BLUETOOTH(R) Communications

You can stop BLUETOOTH communications by following these steps.

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CD/DVD/BD

Connecting an External Drive

Connect an external disc drive or hard disk drive to a USB port on your VAIO computer.

You might be looking for the following topics:

Booting Your VAIO Computer from External Devices

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Headphones

Connecting External Speakers or Headphones

You can connect external sound output devices (such as speakers or headphones) to your VAIO computer.

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Keyboard

About the Usage Environment for the Keyboard

This section explains how to use the wireless keyboard.

Connecting the Wireless Keyboard

If you cannot use the wireless keyboard supplied with the computer, it is likely that wireless connection setup is required between the wireless keyboard and your VAIO computer.

You might be looking for the following topics:

Checking the Caps Lock / Num Lock / Scroll Lock States
Checking the Remaining Battery Power of the Keyboard
Combinations and Functions with the Fn Key
Entering Characters with Touch Screen Operations<Touch screen equipped models>
Parts and Controls of the Keyboard
Replacing the AA Battery of the Keyboard

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Microphone

Connecting an External Microphone<Microphone jack equipped models>
You can connect an external microphone to your VAIO computer and enjoy voice chat, etc.

You might be looking for the following topics:

Adjusting the Microphone Volume

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Peripheral device

Changing the Sound Output Device
If there is no sound coming from an external device connected to your VAIO computer, you need to change the device for sound output.

Connecting an External Microphone<Microphone jack equipped models>
You can connect an external microphone to your VAIO computer and enjoy voice chat, etc.

Notes on the LCD screen
Read the following precautions for correct use of the LCD screen.

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Speakers

Connecting External Speakers or Headphones
You can connect external sound output devices (such as speakers or headphones) to your VAIO computer.

You might be looking for the following topics:
Adjusting the Speakers Volume
Playing Optimized Sound for Your VAIO Computer Using the ClearAudio+ Mode
Playing Surround Sound Using S-FORCE Front Surround 3D

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About a Security Key for Wi-Fi(R) (Wireless LAN)

A security key is a security protocol for a wireless LAN that encrypts data transmitted on the wireless LAN.

About the Internet Connection Services

The following types of Internet connection services are available.

About the Wi-Fi(R) (Wireless LAN) Standards

Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.

Disabling the Wi-Fi(R) (Wireless LAN) Function

You can disable the Wi-Fi function by following these steps.

Notes on Using the Wi-Fi(R) (Wireless LAN) Function

Before using the Wi-Fi function, read the following precautions for correct use.

Starting Wi-Fi(R) (Wireless LAN) Communications

You can establish Wi-Fi communications between your VAIO computer and an access point (not supplied).

Stopping Wi-Fi(R) (Wireless LAN) Communications

You can stop Wi-Fi communications by following these steps.

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Audio

Adjusting the Microphone Volume

You can adjust the volume level of the microphone.

Adjusting the Speakers Volume

You can change the volume level of the speakers and headphones.

Adjusting the Volume in Windows

You can adjust the volume on each device and app from Control Panel.

Changing the Sound Output Device

If there is no sound coming from an external device connected to your VAIO computer, you need to change the device for sound output.

Playing Optimized Sound for Your VAIO Computer Using the ClearAudio+ Mode

The ClearAudio+ mode enables sound settings to play sound Sony recommends.

Playing Surround Sound Using S-FORCE Front Surround 3D

S-FORCE Front Surround 3D is a virtual surround technology that allows you to enjoy powerful and realistic surround sound using the built-in speakers. Its effect is especially noticeable when you are watching movies.

You might be looking for the following topics:

Connecting External Speakers or Headphones
Connecting an External Microphone<Microphone jack equipped models>

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Battery

Notes on Using the Battery Pack

Before using the battery pack, read the following precautions for correct use.

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Charging the Battery Pack
Checking the Battery Charge Capacity
Extending the Battery Life
Installing/Removing the Battery Pack

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CD/DVD/BD

Booting Your VAIO Computer from External Devices

You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

You might be looking for the following topics:

Connecting an External Drive

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Display

Adjusting the LCD Brightness Automatically

Your VAIO computer measures ambient light intensity to adjust the LCD brightness automatically.

Changing the LCD Brightness

You can adjust the LCD brightness.

Changing the Resolution (Size) of the Screen Image

You can change the screen resolution to adjust the size of the characters and images on the computer screen.

Displaying Images Smoothly (Mobile BRAVIA Engine 2)

You can play high-definition videos using Mobile BRAVIA Engine 2 that is high-quality image technology.

Enlarging the Text Size (DPI)<Touch screen equipped models>

Changing the DPI to enlarge the text and icon size enables you to operate the touch screen easier.

How to Use the Touch Screen<Touch screen equipped models>

You can tap the touch screen or make a simple motion with your fingers to operate your VAIO computer.

Notes on Using the Touch Screen<Touch screen equipped models>

Before using the touch screen, read the following precautions for correct use.

Notes on the LCD screen

Read the following precautions for correct use of the LCD screen.

You might be looking for the following topics:

About the Start Screen and Menu
About the Touch Screen<Touch screen equipped models>
Adjusting the Angle of the Screen
Opening the Desktop

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Menu

Opening Control Panel
You can open Control Panel by following these steps.

You might be looking for the following topics:

About the Start Screen and Menu

Opening the Charms

Opening the Desktop

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Password

Creating/Changing/Removing Your Windows Password

Setting a Windows password allows you to protect your VAIO computer from unauthorized access by requiring password entry when the computer is turned on or returns from power saving mode to Normal mode.

Removing the Power-on Password

If power-on password input for booting up your VAIO computer is no longer necessary, follow these steps to remove the machine password and user password.

Setting/Changing the Power-on Password

You can set a password (power-on password) for booting up your VAIO computer, using the BIOS function. Entry of the power-on password will be prompted after the VAIO logo appears to start the computer.

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Power

Notes on Sleep Mode
Read the following precautions before using Sleep mode.

Notes on Using the Power Source
Read the following precautions before plugging your VAIO computer into an AC power source.

Selecting a Power Plan
Power management helps you set up power plans to suit your requirements for power consumption.

Using Sleep Mode
In Sleep mode, all unnecessary devices of your VAIO computer are turned off, though some devices stay on to retain the computer's state including data you are working on. Sleep mode is useful when you take a short rest, for example.

You might be looking for the following topics:

Changing the Rapid Wake (Sleep Mode) Settings
Charge Indicator Status List
Charging the Battery Pack
Connecting a Power Source
Entering Sleep Mode, Shutting Down, or Restarting
Installing/Removing the Battery Pack
Restarting Your VAIO Computer
Shutting Down Your VAIO Computer
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Updating Your VAIO Computer

Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

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Service and support

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
With VAIO Care, you can perform the following operations to keep your VAIO computer running at an optimum level.

Updating Your VAIO Computer
Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

Using VAIO Update
VAIO Update provides a service that informs you of available update information, such as important notices or update programs, to keep your VAIO computer up to date.

You might be looking for the following topics:

About Online Support Website
Solving Common Problems with Your VAIO Computer

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Touch panel

Enlarging the Text Size (DPI)<Touch screen equipped models>
Changing the DPI to enlarge the text and icon size enables you to operate the touch screen easier.

How to Use the Touch Screen<Touch screen equipped models>
You can tap the touch screen or make a simple motion with your fingers to operate your VAIO computer.

Notes on Using the Touch Screen<Touch screen equipped models>
Before using the touch screen, read the following precautions for correct use.

You might be looking for the following topics:
About the Touch Screen<Touch screen equipped models>
Entering Characters with Touch Screen Operations<Touch screen equipped models>

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BIOS

About the ASSIST Button

Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

Booting Your VAIO Computer from External Devices

You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

Removing the Power-on Password

If power-on password input for booting up your VAIO computer is no longer necessary, follow these steps to remove the machine password and user password.

Setting/Changing the Power-on Password

You can set a password (power-on password) for booting up your VAIO computer, using the BIOS function. Entry of the power-on password will be prompted after the VAIO logo appears to start the computer.

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Camera

Using the Built-in Camera<Built-in camera equipped models>

You can make a video call through the Internet using the built-in camera and communication apps.

You might be looking for the following topics:

Notes on the Built-in Camera<Built-in camera equipped models>

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Memory module

Viewing the System Information

You can view the system information of your VAIO computer.

You might be looking for the following topics:

Adding and Removing Memory Modules
Notes on Adding and Removing Memory Modules

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Microphone

Adjusting the Microphone Volume

You can adjust the volume level of the microphone.

You might be looking for the following topics:

Connecting an External Microphone<Microphone jack equipped models>

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Changing the Sound Output Device
If there is no sound coming from an external device connected to your VAIO computer, you need to change the device for sound output.

Notes on the LCD screen
Read the following precautions for correct use of the LCD screen.

You might be looking for the following topics:

Connecting an External Microphone<Microphone jack equipped models>

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Recovery

About the ASSIST Button

Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

You might be looking for the following topics:

About Recovery
Checking the Volume of the Recovery Area
Creating Recovery Media
Notes on Recovery
Recovering from Recovery Media
Recovering from the Recovery Area
Refreshing Your VAIO Computer
Removing Recovery Content to Free up Disk Space

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Sensor

About Built-In Sensors

A built-in accelerometer, digital compass (magnetometer), and gyro sensor enable you to use the following functions.

Notes on Built-In Sensors

Before using built-in sensors, read the following precautions for correct use.

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Speakers

Adjusting the Speakers Volume

You can change the volume level of the speakers and headphones.

Playing Optimized Sound for Your VAIO Computer Using the ClearAudio+ Mode

The ClearAudio+ mode enables sound settings to play sound Sony recommends.

Playing Surround Sound Using S-FORCE Front Surround 3D

S-FORCE Front Surround 3D is a virtual surround technology that allows you to enjoy powerful and realistic surround sound using the built-in speakers. Its effect is especially noticeable when you are watching movies.

You might be looking for the following topics:

Connecting External Speakers or Headphones

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VAIO computer

About the ASSIST Button
Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

Booting Your VAIO Computer from External Devices
You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

Customizing Your VAIO Computer
VAIO Control Center allows you to access system information and to change settings of various kinds of functions such as display and sounds.

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
With VAIO Care, you can perform the following operations to keep your VAIO computer running at an optimum level.

Updating Your VAIO Computer
Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

Using VAIO Update
VAIO Update provides a service that informs you of available update information, such as important notices or update programs, to keep your VAIO computer up to date.

Viewing the System Information
You can view the system information of your VAIO computer.

You might be looking for the following topics:

Adding and Removing Memory Modules
Checking Supplied Items
Notes on Adding and Removing Memory Modules
Parts and Controls on the Back
Parts and Controls on the Front
Parts and Controls on the Sides
Setting Up an Appropriate Work Environment
Setting the Stand

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About the ASSIST Button

Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

Booting Your VAIO Computer from External Devices

You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

You might be looking for the following topics:

Removing the Power-on Password
Setting/Changing the Power-on Password

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Built-in storage device

Checking the Volume of the Recovery Area

Your built-in storage device contains the recovery area where the data for the system recovery is stored.

Creating Other Drives (Modifying Partitions)

Partitions are divided areas on your built-in storage device. Dividing the built-in storage device into more than one partition may have various advantages, such as separating the system files from your data files.

Creating Partitions

This topic describes how to create partitions.

Removing Recovery Content to Free up Disk Space

Your built-in storage device contains the recovery area where the data for system recovery is stored. If your VAIO computer includes a solid state drive (SSD), you might want to minimize the recovery area by removing such data to free up disk space on the C: drive (or the last drive in your drive list, for example D: drive).

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CD/DVD/BD

Booting Your VAIO Computer from External Devices

You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

You might be looking for the following topics:

Connecting an External Drive

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Recovery

About Recovery

Recovery is the process of restoring the built-in storage device back to its original factory condition. Refresh is the process of reinstalling the operating system with the main settings and personal data retained.

About the ASSIST Button

Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

Checking the Volume of the Recovery Area

Your built-in storage device contains the recovery area where the data for the system recovery is stored.

Creating Recovery Media

Follow the instructions below to create Recovery Media.

Notes on Recovery

Read the following notes thoroughly before recovering your VAIO computer.

Recovering from Recovery Media

If the recovery area data has been corrupted or erased, you can use Recovery Media to recover your VAIO computer. However, recovering the computer using the Recovery Media will take longer than using the recovery area.

Recovering from the Recovery Area

You can recover your VAIO computer from the recovery area on the built-in storage device. This recovery method is faster than using Recovery Media.

Refreshing Your VAIO Computer

If your VAIO computer has become unstable, it is recommended that you use the refresh function provided by Windows. Refresh the computer by following these steps.

Removing Recovery Content to Free up Disk Space

Your built-in storage device contains the recovery area where the data for system recovery is stored. If your VAIO computer includes a solid state drive (SSD), you might want to minimize the recovery area by removing such data to free up disk space on the C: drive (or the last drive in your drive list, for example D: drive).

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Service and support

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
With VAIO Care, you can perform the following operations to keep your VAIO computer running at an optimum level.

You might be looking for the following topics:

About Online Support Website
Solving Common Problems with Your VAIO Computer
Updating Your VAIO Computer
Using VAIO Update

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Backup

About Backup

The backup process creates a backup copy of your data stored on the built-in storage device and saves it to another location.

About Types of Backup

You can use the Windows Backup and Restore feature to back up your valuable data.

Backing Up Your Data when You cannot Start Windows

If you cannot start Windows, back up your data with VAIO Care (Rescue Mode) : Recover or maintain your system.

Creating a Restore Point

A restore point enables you to restore your computer system files to a previous state, depending on when the restore point was created.

Restoring System Files Using the Restore Point when You cannot Start Windows

When you cannot start Windows, follow these steps to restore computer system files.

Restoring Your Data with VAIO Data Restore Tool

You can use VAIO Data Restore Tool to restore files previously backed up using VAIO Care (Rescue Mode) : Recover or maintain your system.

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About the ASSIST Button

Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

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Partition

Creating Other Drives (Modifying Partitions)

Partitions are divided areas on your built-in storage device. Dividing the built-in storage device into more than one partition may have various advantages, such as separating the system files from your data files.

Creating Partitions

This topic describes how to create partitions.

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Refresh

About Recovery

Recovery is the process of restoring the built-in storage device back to its original factory condition. Refresh is the process of reinstalling the operating system with the main settings and personal data retained.

Refreshing Your VAIO Computer

If your VAIO computer has become unstable, it is recommended that you use the refresh function provided by Windows. Refresh the computer by following these steps.

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About the ASSIST Button

Press the ASSIST button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.

Booting Your VAIO Computer from External Devices

You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)

With VAIO Care, you can perform the following operations to keep your VAIO computer running at an optimum level.

You might be looking for the following topics:

Adding and Removing Memory Modules
Checking Supplied Items
Customizing Your VAIO Computer
Notes on Adding and Removing Memory Modules
Parts and Controls on the Back
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Parts and Controls on the Sides
Setting Up an Appropriate Work Environment
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BIOS

Removing the Power-on Password
If power-on password input for booting up your VAIO computer is no longer necessary, follow these steps to remove the machine password and user password.

Setting/Changing the Power-on Password
You can set a password (power-on password) for booting up your VAIO computer, using the BIOS function. Entry of the power-on password will be prompted after the VAIO logo appears to start the computer.

You might be looking for the following topics:

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Booting Your VAIO Computer from External Devices

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Password

Creating/Changing/Removing Your Windows Password

Setting a Windows password allows you to protect your VAIO computer from unauthorized access by requiring password entry when the computer is turned on or returns from power saving mode to Normal mode.

Removing the Power-on Password

If power-on password input for booting up your VAIO computer is no longer necessary, follow these steps to remove the machine password and user password.

Setting/Changing the Power-on Password

You can set a password (power-on password) for booting up your VAIO computer, using the BIOS function. Entry of the power-on password will be prompted after the VAIO logo appears to start the computer.

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Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
With VAIO Care, you can perform the following operations to keep your VAIO computer running at an optimum level.

Using VAIO Update
VAIO Update provides a service that informs you of available update information, such as important notices or update programs, to keep your VAIO computer up to date.

You might be looking for the following topics:

About the ASSIST Button
Adding and Removing Memory Modules
Booting Your VAIO Computer from External Devices
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Customizing Your VAIO Computer
Notes on Adding and Removing Memory Modules
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Internet

Launching the Web Browser (WEB Button)<WEB Button equipped models>
By pressing the WEB button, you can launch the default web browser.

Using the Antivirus App for Your VAIO Computer
Protect your VAIO computer against computer viruses by using the antivirus app.

You might be looking for the following topics:

About a Security Key for Wi-Fi(R) (Wireless LAN)
About the Internet Connection Services
About the Network (LAN)
About the Wi-Fi(R) (Wireless LAN) Standards
Connecting to the Internet with a Wired Connection
Disabling the Wi-Fi(R) (Wireless LAN) Function
Installing Apps from Windows Store
Notes on Using the Wi-Fi(R) (Wireless LAN) Function
Starting Wi-Fi(R) (Wireless LAN) Communications
Stopping Wi-Fi(R) (Wireless LAN) Communications

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Service and support

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)

With VAIO Care, you can perform the following operations to keep your VAIO computer running at an optimum level.

Using VAIO Update

VAIO Update provides a service that informs you of available update information, such as important notices or update programs, to keep your VAIO computer up to date.

You might be looking for the following topics:

About Online Support Website
Solving Common Problems with Your VAIO Computer
Updating Your VAIO Computer

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Battery

Changing the Rapid Wake (Sleep Mode) Settings

You can change the Rapid Wake settings in VAIO Control Center.

Charge Indicator Status List

The charge indicator light turns on or blinks differently according to conditions.

Charging the Battery Pack

The battery pack can be charged even while you are using your VAIO computer when the computer is connected to a power source.

Checking the Battery Charge Capacity

The battery pack is consumable. The capacity gradually declines through repeated cycles of recharging and discharging. As a result, the battery life becomes short even if it is fully charged and eventually the battery pack reaches the end of its life.

Extending the Battery Life

When your VAIO computer is running on battery power, you can extend the battery life using the following methods.

You might be looking for the following topics:

Installing/Removing the Battery Pack
Notes on Using the Battery Pack

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Camera

Notes on the Built-in Camera<Built-in camera equipped models>

Using the Built-in Camera<Built-in camera equipped models>
You can make a video call through the Internet using the built-in camera and communication apps.

Help and Support

Opening Windows Help and Support

You can open Windows Help and Support by following these steps.

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Memory card

About "Memory Stick"

"Memory Stick" is a compact, portable, and versatile IC recording media especially designed for exchanging and sharing digital data with compatible products, such as digital cameras and other devices. Because it is removable, it can be used for external data storage.

Compatible "Memory Stick"

The "Memory Stick" slot on your VAIO computer can accommodate the following sizes and types of media:

Formatting "Memory Stick"

"Memory Stick" is formatted in the specific FAT format by default and is ready for use.Be sure to use the device that is designed to format the media and supports "Memory Stick" when formatting the media.

Inserting/Removing SD Memory Cards

Your VAIO computer is equipped with an SD memory card slot. You can use this slot to transfer data among digital cameras, camcorders, music players, and other audio/video devices.

Inserting/Removing "Memory Stick"

You can use "Memory Stick" to save data or transfer images between a digital camera and your VAIO computer. To insert/remove "Memory Stick", follow these steps.

Notes on Using SD Memory Cards

Before using SD memory cards, read the following precautions for correct use.

Notes on Using "Memory Stick"

Before using "Memory Stick", read the following precautions for correct use.

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Mouse

Checking the Remaining Battery Power of the Mouse

The remaining battery power of the mouse can be checked by the status light.

Replacing the AA Battery of the Mouse

Change the AA battery in the mouse when the battery power becomes low.

You might be looking for the following topics:

About the Usage Environment for the Mouse

Connecting the Wireless Mouse

Parts and Controls of the Mouse

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Partition

Creating Other Drives (Modifying Partitions)

Partitions are divided areas on your built-in storage device. Dividing the built-in storage device into more than one partition may have various advantages, such as separating the system files from your data files.

Creating Partitions

This topic describes how to create partitions.

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Touch panel

About the Touch Screen<Touch screen equipped models>
The touch screen enables direct interaction with your VAIO computer using your finger(s). You can perform various gestures on the touch screen.

Entering Characters with Touch Screen Operations<Touch screen equipped models>
You can operate the on-screen Touch Keyboard with touch screen operations for text entry.

How to Use the Touch Screen<Touch screen equipped models>
You can tap the touch screen or make a simple motion with your fingers to operate your VAIO computer.

Notes on Using the Touch Screen<Touch screen equipped models>
Before using the touch screen, read the following precautions for correct use.

You might be looking for the following topics:

Enlarging the Text Size (DPI)<Touch screen equipped models>

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VAIO computer

Adding and Removing Memory Modules

If you want to increase your computer's speed or improve performance when running programs simultaneously, increase the amount of memory by installing optional memory modules.

Notes on Adding and Removing Memory Modules

Before adding or removing memory modules, read the following precautions thoroughly.

You might be looking for the following topics:

About the ASSIST Button
Booting Your VAIO Computer from External Devices
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Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
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Built-in storage device

Creating Other Drives (Modifying Partitions)

Partitions are divided areas on your built-in storage device. Dividing the built-in storage device into more than one partition may have various advantages, such as separating the system files from your data files.

Creating Partitions

This topic describes how to create partitions.

You might be looking for the following topics:

Checking the Volume of the Recovery Area
Removing Recovery Content to Free up Disk Space

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About the Touch Screen<Touch screen equipped models>
The touch screen enables direct interaction with your VAIO computer using your finger(s).
You can perform various gestures on the touch screen.

Adjusting the Angle of the Screen
You can adjust the screen angle of your choice.

How to Use the Touch Screen<Touch screen equipped models>
You can tap the touch screen or make a simple motion with your fingers to operate your
VAIO computer.

Notes on Using the Touch Screen<Touch screen equipped models>
Before using the touch screen, read the following precautions for correct use.

You might be looking for the following topics:

About the Start Screen and Menu
Adjusting the LCD Brightness Automatically
Changing the LCD Brightness
Changing the Resolution (Size) of the Screen Image
Displaying Images Smoothly (Mobile BRAVIA Engine 2)
Enlarging the Text Size (DPI)<Touch screen equipped models>
Notes on the LCD screen
Opening the Desktop

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Keyboard

Checking the Caps Lock / Num Lock / Scroll Lock States

You can check if the keyboard is in the Caps Lock/Num Lock/Scroll Lock states by the indicator light of the keyboard and the icons in the notification area.

Checking the Remaining Battery Power of the Keyboard

The remaining battery power of the keyboard can be checked by the battery indicator.

Combinations and Functions with the Fn Key

Press and hold down the Fn key and another key simultaneously to perform a keyboard shortcut action.

Entering Characters with Touch Screen Operations<Touch screen equipped models>

You can operate the on-screen Touch Keyboard with touch screen operations for text entry.

Replacing the AA Battery of the Keyboard

Change the AA battery in the keyboard when the battery power becomes low.

You might be looking for the following topics:

About the Usage Environment for the Keyboard
Connecting the Wireless Keyboard
Parts and Controls of the Keyboard

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Memory module

Adding and Removing Memory Modules
If you want to increase your computer's speed or improve performance when running programs simultaneously, increase the amount of memory by installing optional memory modules.

Notes on Adding and Removing Memory Modules
Before adding or removing memory modules, read the following precautions thoroughly.

You might be looking for the following topics:

Viewing the System Information

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NFC/One-touch functions

About NFC<NFC supported models>
Near Field Communication (NFC) is a short-range wireless technology.

About One-touch functions<NFC supported models>
One-touch functions are Sony original functions which use NFC.

Disabling NFC/One-touch functions<NFC supported models>
You can disable NFC/One-touch functions by following these steps.

Notes on NFC/One-touch functions<NFC supported models>

Using NFC/One-touch functions<NFC supported models>
You can easily connect an NFC/One-touch functions supported device to your VAIO computer just by touching the computer with the device.

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Power

Changing the Rapid Wake (Sleep Mode) Settings

You can change the Rapid Wake settings in VAIO Control Center.

Charge Indicator Status List

The charge indicator light turns on or blinks differently according to conditions.

Charging the Battery Pack

The battery pack can be charged even while you are using your VAIO computer when the computer is connected to a power source.

Restarting Your VAIO Computer

After changing the settings or installing an app on your VAIO computer, you may be required to restart the computer.

Shutting Down Your VAIO Computer

Shut down your VAIO computer properly to avoid losing unsaved data.

Turning on Your VAIO Computer

Turn on your VAIO computer to start Windows. Carefully read the precautions in Notes on Using the Power Source before turning on. [Details]

Using Sleep Mode

In Sleep mode, all unnecessary devices of your VAIO computer are turned off, though some devices stay on to retain the computer's state including data you are working on. Sleep mode is useful when you take a short rest, for example.

You might be looking for the following topics:

Connecting a Power Source
Entering Sleep Mode, Shutting Down, or Restarting
Installing/Removing the Battery Pack
Notes on Sleep Mode
Notes on Using the Power Source
Selecting a Power Plan

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USB

Charging a USB Device

You can charge a USB device even while your VAIO computer is off, in Hibernate mode, or Sleep mode by enabling the USB charging settings.

Connecting a USB Device

You can connect a Universal Serial Bus (USB) device such as a mouse, floppy disk drive, speaker or printer to your VAIO computer.

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Windows

Opening Windows Help and Support

You can open Windows Help and Support by following these steps.

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Care and maintenance

Cleaning Your VAIO computer/LCD screen

Before cleaning your VAIO computer, read the following precautions for the correct cleaning procedure.

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Product registration

About Online Support Website

The online support website provides information concerning your VAIO computer, as well as a selection of frequently asked questions.

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Security

Updating Your VAIO Computer

Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

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Supplied items

Checking Supplied Items

Check all items packed with the product before use.

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Important notice

About the International ENERGY STAR(R) Program

The following information is applicable to ENERGY STAR qualified products only.

About the Software License

This product contains software owned by Sony and licensed by third parties. Use of such software is subject to the terms and conditions of license agreements enclosed with this product.

Handling the Built-in Storage Device

The built-in storage device (hard disk drive or solid state drive) has a high storage density and reads or writes data in a short time. However, it can be easily damaged if improperly used.

Safety Information

Refer to the supplied safety manual for detailed safety information.

Trademarks

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Read this first

Read This First

Congratulations on your purchase of this VAIO(R) computer.

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About Online Support Website

The online support website provides information concerning your VAIO computer, as well as a selection of frequently asked questions.

Solving Common Problems with Your VAIO Computer

If you have any problem operating your VAIO computer, try these suggestions before contacting an authorized Sony service/support center or your local Sony dealer directly.

Updating Your VAIO Computer

Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

You might be looking for the following topics:

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
Using VAIO Update

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VAIO computer

Checking Supplied Items
Check all items packed with the product before use.

Setting Up an Appropriate Work Environment
This topic describes where to or not to place your VAIO computer and ergonomic instructions.

Updating Your VAIO Computer
Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

You might be looking for the following topics:

About the ASSIST Button
Adding and Removing Memory Modules
Booting Your VAIO Computer from External Devices
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About Online Support Website

The online support website provides information concerning your VAIO computer, as well as a selection of frequently asked questions.

Sony online support website

- USA
  http://esupport.sony.com/US/VAIO
- Canada
  http://www.sony.ca/support/ (English)
  http://fr.sony.ca/support/ (French)
- Spanish-speaking Latin American countries or areas
  http://esupport.sony.com/LA/VAIO
- Brazil
  http://esupport.sony.com/BR/VAIO

Hint

- If you experience any problem or have a technical question about your VAIO computer, launch **VAIO Care** first, which offers you various options to help you solve the problem.[Details]
- When you contact VAIO support, you may be asked for the serial number and the model number of your VAIO computer. The serial number is a 15-digit number that can be found:
  - in the **VAIO Care** window;
  - on the bottom, on the back panel of the computer, inside the back panel or inside the battery compartment;
  - on the original VAIO box.
  The model number is located at the lower right corner of the display on the VAIO computer.

Other websites

You can also find useful information at the following Web sites.

Sony products

http://www.sony.net/
http://www.sony.net/electronics/

Operating system online support website

For Microsoft Windows operating system support, visit the Microsoft customer support site.
http://support.microsoft.com/

In Store Service & Support (available in USA only)

Make an appointment with a Sony certified technician at a U.S. Sony Store and get personalized service and support for your VAIO computer. Sony Technicians can assist with the setup of your new VAIO computer, system optimization, data rescue, and any repair service you might need.
http://www.sony.com/store/

Environmental sustainability

For Sony's environmental initiatives and recycling of your products, visit our sustainability site.

http://www.sony.com/green

Hint

- You can find a link to register your computer online in **VAIO Care**. [Details]

Related Topic

Read This First

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)

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Welcome

Congratulations on the purchase of this VAIO computer.
This **User Guide - Introduction Version** provides you with limited information about your VAIO computer. To update this file to the complete version of the **User Guide**, see **Updating the User Guide to the Latest Version** [Details] for more information.
Your VAIO computer may not support touch screen operations depending on the model you purchased. In such a case, use a touch pad or a mouse for computer operations.
Content in this guide is subject to change without notice.

Read this first

Updating the User Guide to the Latest Version

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Updating Your VAIO Computer

Solving Problems on Your VAIO Computer Using VAIO Care

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Opening the Charms

Searching/Starting Apps, Files, or Settings

Checking Currently Running Apps

Switching Apps

Opening the App Menus

Closing Apps

Downloading Apps from Windows Store

Opening Windows Help and Support

Activating Sleep Mode or Shutting Down/Restarting Your VAIO Computer

Read This First

Updating the User Guide to the Latest Version

By updating this **User Guide - Introduction Version** through the Internet, you can get the complete version of the **User Guide** with detailed information on your VAIO computer. Once the **User Guide** is updated to the complete version, you can access it anytime even if you are offline.

With the complete version of the **User Guide**, you can view information about:

- Parts description
- Feature and operating instructions
- Precautions
- Troubleshooting information
- Windows 8 basic operations

Below is an example of a screenshot in English.

* Design and content of the screen are subject to change.

To get the complete version of the User Guide

1. Connect your VAIO computer to the Internet. [Details]

2. Exit this **User Guide - Introduction Version**.

3. Open the charms [Details] and select 🔍 (**Search**).

4. Select **Apps**.

5. Enter "VAIO Manual" in the **Search** box.

6. Select **VAIO Manual** from the list.

7. After a window prompting you to update the manual appears, follow the on-screen instructions to complete the updates.
   This file will automatically update to the complete version of the **User Guide**.
   If the window prompting you to update the **User Guide** does not appear, make sure your VAIO computer is connected to the Internet and repeat the above steps.
   If the update window still does not appear, start **VAIO Update** [Details] so you can find and download the **User Guide** manually.
   Hint
   - It may take some time to complete the update.

To view help files for Windows OS and app operations

When you have trouble operating your VAIO computer, try referring to **Windows Help**

and Support or help files included with your apps.
To access **Windows Help and Support**, open the charms and enter "Help and Support" in the **Search** box. [Details]

Connecting to the Internet

You will need to connect your VAIO computer to the Internet before updating to the complete version of the **User Guide**.

Before connecting to the Internet

Before using the Internet, you will need to sign up with an Internet Service Provider (ISP) and set up devices required for connecting your VAIO computer to the Internet.
The following types of Internet connection services may be available from your ISP:

- Fiber to the Home (FTTH)
- Digital Subscriber Line (DSL)
- Cable modem
- Satellite
- Dial-up

For more information on devices required for Internet access and how to connect your VAIO computer to the Internet, ask your ISP.
The following is one of the Internet connection methods as an example.
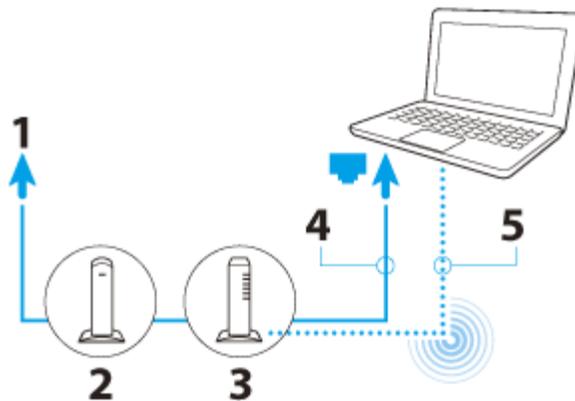
1. Internet
2. Modem
3. Router/access point
4. LAN cable (not supplied)
5. Wi-Fi(R) (Wireless LAN)

To use the network (LAN)

You can connect your VAIO computer to networks with a LAN cable. Connect one end of a LAN cable to the LAN port on the computer and the other end to your network. For detailed settings and devices required for LAN access, ask your network administrator.

Note

- The connection, setting method, or required devices may vary depending on your network environment.

To use the Wi-Fi network

1. Open the charms [Details] and select ⚙ (**Settings**).

2. Select 📶 (the network icon).

3. Select your desired network (SSID) from the list and **Connect**.

Note
- For detailed information on network settings and devices, refer to the information from your Internet Service Provider (ISP) or the manuals that came with your network devices.

Updating Your VAIO Computer

Be sure to update your VAIO computer to enhance the computer's efficiency, security, and functionality.

Note
- Your VAIO computer must be connected to the Internet to download the updates.

To use Windows Update

Windows Update enables you to make your VAIO computer more stable.

1. Open the charms [Details] and select 🔍 (**Search**).

2. Select **Settings**.

3. Enter "Windows Update" in the **Search** box.

4. Select **Windows Update** from the list.

5. Follow the on-screen instructions to complete the updates.

To use VAIO Update

VAIO Update automatically notifies you of new updates available on the Internet then downloads and installs them on your VAIO computer.

1. Open the charms [Details] and select 🔍 (**Search**).

2. Select **Apps**.

3. Enter "VAIO Update" in the **Search** box.

4. Select **VAIO Update** from the list.

5. Follow the on-screen instructions to complete the updates.

To update the antivirus app

The antivirus app helps protect your VAIO computer against security threats by keeping the app current with the latest updates. You can download and install the updates from the website of the manufacturer.

1. Open the charms [Details] and select 🔍 (**Search**).

2. Select **Apps**.

3. Enter the antivirus app name in the **Search** box.

4. Select the antivirus app from the list.

5. Follow the on-screen instructions to complete the updates.

Solving Problems on Your VAIO Computer Using VAIO Care

With **VAIO Care**, you can regularly conduct performance checks and system tune-ups on your VAIO computer to keep it running at optimum level. Start **VAIO Care** whenever a problem arises. **VAIO Care** will provide appropriate measures and support information to solve the problem.

To start VAIO Care

Press the **ASSIST** button while your VAIO computer is on.
Below is an example of a screenshot in English.

* Design and content of the screen are subject to change.

Hint
- Alternatively, search for **VAIO Care** on the **Search** charm to start **VAIO Care**. [Details]
- Refer to the help file included with **VAIO Care** for more information.
- Pressing the **ASSIST** button while your VAIO computer is off displays the **VAIO Care Rescue Mode** screen. You can recover the computer by selecting **Recover or maintain your system** in case of emergency, for example, when Windows does not start.

Finding Support Information

The Sony online support website provides instant access to information on commonly encountered problems. You can find support information such as the support website URL in **Contact & Support** on **VAIO Care** or the supplied **Quick Start Guide**. [Details]

Windows 8 : How to Start

About the Start Screen and Menu

You can place the shortcuts to apps, the desktop, and websites that you use the most.

Overview

1. Tiles

   Select tiles to start apps, etc.

   You can add and arrange tiles to suit your preference.

2. Charms [Details]

   Search apps, files, and various computer settings including devices and wireless related items.

To show the Start screen

Touch operation

Open the charms [Details] and tap 　 (**Start**).

Mouse operation

Open the charms [Details] and click 　 (**Start**).

Keyboard operation

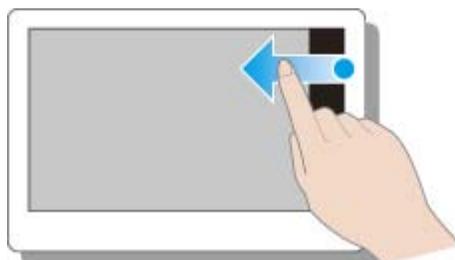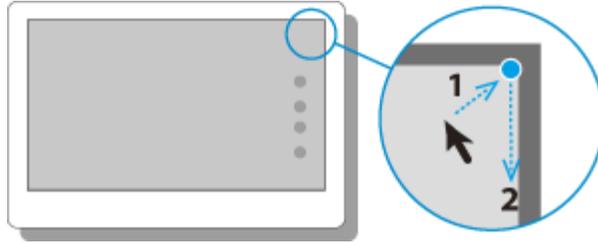Press the 　 (Windows) key.

Opening the Charms

Touch operation

Swipe in from the right edge.

Mouse operation

Place the pointer at the upper-right corner, then move the pointer down when the charms appear.

Keyboard operation

Press the **C** key while holding down the ▦ (Windows) key.

Searching/Starting Apps, Files, or Settings

1. Open the charms [Details] and select ▣ (**Search**).

2. Select **Apps**, **Files**, or **Settings**.

3. Enter a keyword in the **Search** box.

4. Select your desired app or file.

Checking Currently Running Apps

Touch operation
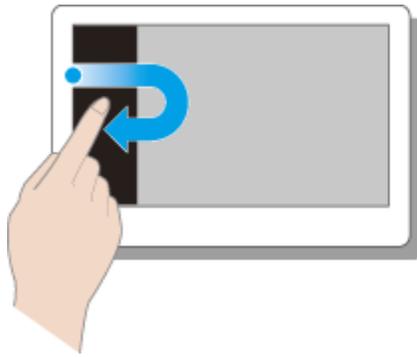
Swipe in from the left edge until a small app icon appears, then drag the icon back towards the left edge.

Mouse operation
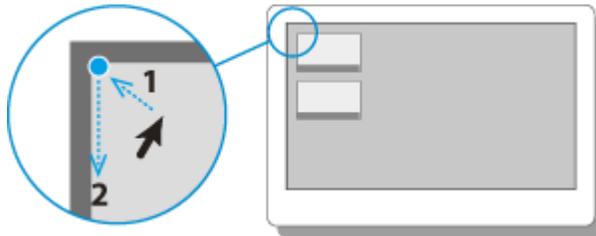
Place the pointer at the upper-left corner to show an app icon(s), then move the pointer down.

Keyboard operation

Press the **Tab** key while holding down the ▦ (Windows) key.

Switching Apps

You can switch between apps that are currently running.

Touch operation

Display currently running apps [Details], touch your desired app icon, and swipe in from the left edge.

Mouse operation

Display currently running apps [Details] and drag your desired app icon from the left edge to the center.

Opening the App Menus

Many apps have app menus that you can use to control your app. Follow the instructions below to open the app menu.

Hint
- Open the app menu when an app is displayed on the computer screen.
- App commands vary depending on the app that is currently displayed on the computer screen.

Touch operation
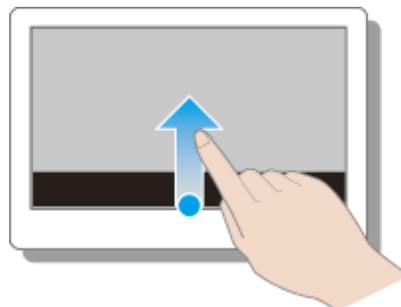
Swipe up from the bottom edge.

Mouse operation
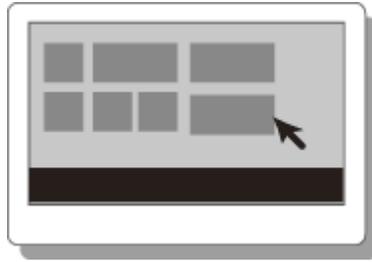
Right-click on the computer screen.

Keyboard operation

Press the **Z** key while holding down the ▦ (Windows) key.

Closing Apps

You can close currently running apps by following the instruction below.
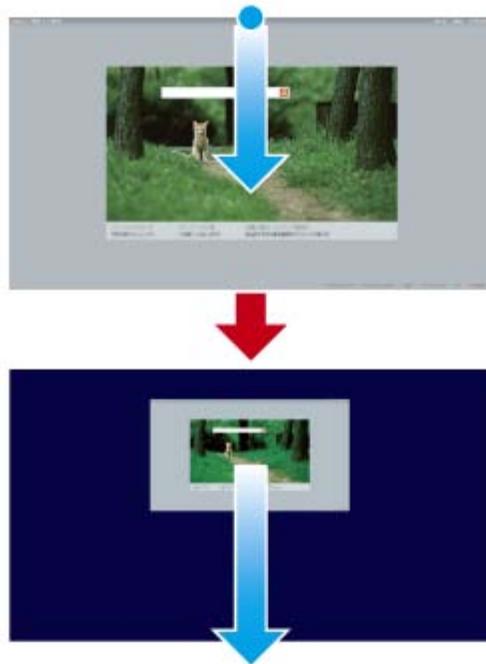
Hint

- The app window becomes smaller in the bottom of the screen.
  Drag the window to the bottom-center edge.

Touch operation

Display your desired app on the computer screen and swipe your finger from the top-center edge to the bottom edge.

Mouse operation

Display your desired app on the computer screen, place the pointer at the top-center edge to change the pointer into the hand pointer, and drag the app to the bottom-center edge.

Keyboard operation

Alt + F4

Press the **F4** key while holding down the **Alt** key.

Downloading Apps from Windows Store

You can add apps from **Windows Store**.
Internet connection is necessary to access **Windows Store**. You also need to sign in with a Microsoft account.
On how to create and what you can do with the Microsoft account, refer to **Windows Help and Support**. [Details]

1. Show the **Start** screen [Details] and select the **Store** tile.

2. Select your desired app.

3. Follow the on-screen instructions to download and install the app.

Opening Windows Help and Support

You can open **Windows Help and Support** by following these steps.

1. Open the charms [Details] and select (**Search**).

2. Select **Apps**.

3. Enter "Help and Support" in the **Search** box.

4. Select **Help and Support**.

Activating Sleep Mode or Shutting Down/Restarting Your VAIO Computer

1. Open the charms [Details] and select ⚙ (**Settings**).

2. Select ⏻ (**Power**) and **Sleep**, **Shut down**, or **Restart**.

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Opening Windows Help and Support

You can open **Windows Help and Support** by following these steps.

1. Open the charms [Details] and select the 🔍 **Search** charm.

2. Select **Apps**.

3. Enter "Help and Support" in the **Search** box.

4. Select **Help and Support**.

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Closing Apps

You can close currently running apps by following the instruction below.
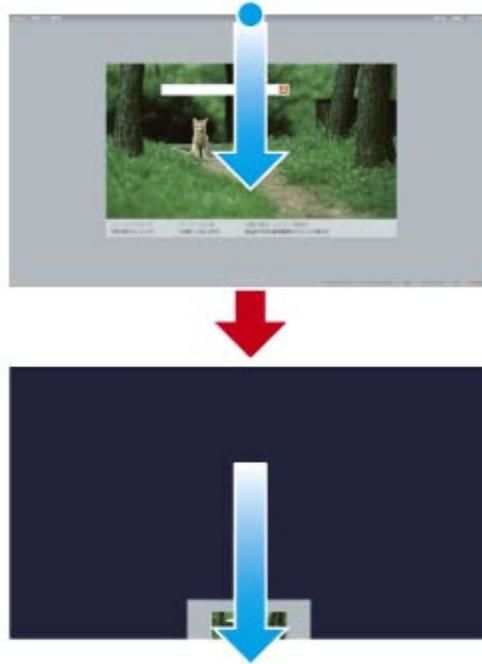
Touch operation (Touch screen equipped models)

1. When an app is open, point to the top-center of the screen.

2. Drag the app to the bottom of the screen until the app disappears from the screen.

Mouse/Touch pad operation

1. When an app is open, move the cursor to the top-center of the screen until the hand icon appears.

2. Drag the app to the bottom of the screen until the app disappears from the screen.

Keyboard operation

Press the **Alt** key and the **F4** key at the same time.

Related Topic

Searching/Starting Apps, Settings, or Files
Viewing Running Apps
Opening the App Menu
Switching Apps
Installing Apps from Windows Store

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Installing Apps from Windows Store

You can install apps from **Windows Store**.
You need to sign in with a Microsoft account.
On how to create and what you can do with the Microsoft account, refer to **Windows Help and Support**. [Details]

1. Connect to the Internet. [Details]

2. Open the **Start** screen [Details] and select the **Store** tile.

3. Find an app to install.

4. Follow the on-screen instructions to install the app.

Related Topic

Searching/Starting Apps, Settings, or Files
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Opening the App Menu

Many apps have app menus that you can use to control your app. Follow the instructions below to open the app menu.

Hint
- Open the app menu when an app is displayed on the computer screen.
- App commands vary depending on the app that is currently displayed on the computer screen.

Touch operation (Touch screen equipped models)

Swipe up from the bottom edge.

Mouse/Touch pad operation
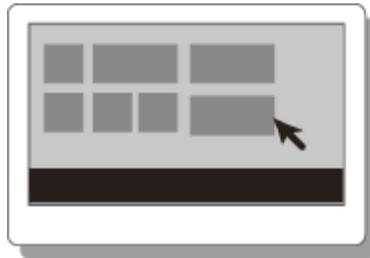
Right-click within an app.

Keyboard operation

Press the ■ (Windows) key and the **Z** key at the same time.

Related Topic

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Searching/Starting Apps, Settings, or Files

You can search apps, files, or settings on the charms, and then start your desired apps, files, or settings.
To search and start them, open the charms [Details], select the 🔍 **Search** charm, and follow these steps.

1. Select **Apps**, **Settings**, or **Files**.

2. Enter a keyword in the **Search** box.

3. Select your desired app or file.

Related Topic

Opening the App Menu
Viewing Running Apps
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Switching Apps

You can switch between apps that are currently running.

Touch operation (Touch screen equipped models)

Display currently running apps [Details], touch and swipe in your desired app icon from the left edge.

Mouse/Touch pad operation

Display currently running apps [Details] and drag your desired app icon from the left edge to the center.

Related Topic

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Switching User Accounts

You can switch to another user account by following these steps.

1. Open the **Start** screen [Details] and select an account name at the upper-right corner of the computer screen.

2. Select your desired account name.

Hint

- To create a new user account, you need to sign in as an administrator. Then, open the charms [Details] and select the [⚙] **Settings** charm. Select **Change PC settings** in the lower right corner, and select **Users** in the left pane.

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Viewing Running Apps

You can view running apps by displaying the list on the **Start** screen. [Details]

Touch operation (Touch screen equipped models)
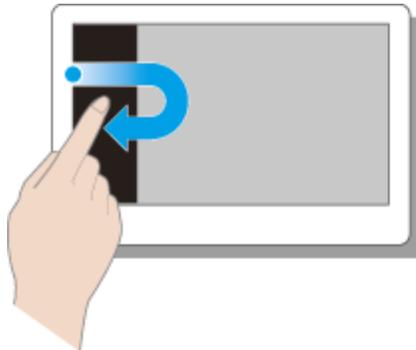
Swipe in from the left edge until a small app icon appears, then drag the icon back towards the left edge.

Mouse/Touch pad operation
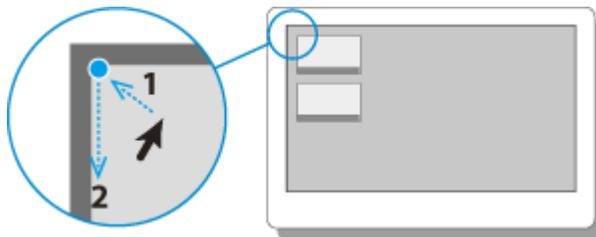
Point to the upper-left corner, then move downward.

Keyboard operation

Press the (Windows) key and the **Tab** key at the same time.

Related Topic

[Searching/Starting Apps, Settings, or Files](#)
[Opening the App Menu](#)
[Closing Apps](#)
[Switching Apps](#)
[Installing Apps from Windows Store](#)

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About the Start Screen and Menu

You can add shortcuts to apps, the desktop, and websites that you use the most.

Overview

1. Tiles
   Select a tile to start an app and personalize the **Start** screen by adding and rearranging tiles.
2. Charms
   Search for apps and files, share content, play content on other devices or print, and set up your VAIO computer.

To open the Start screen

Touch operation (Touch screen equipped models)

Open the charms [Details], then tap the ▦ **Start** charm.

Mouse/Touch pad operation

Open the charms [Details], then click the ▦ **Start** charm.

Keyboard operation

Press the ▦ (Windows) key.

Related Topic

Opening the Charms
Opening the Desktop

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Opening Control Panel

You can open **Control Panel** by following these steps.

1. Open the charms [Details] and select the $\bigcirc$ **Search** charm.

2. Select **Apps**.

3. Enter "Control Panel" in the **Search** box.

4. Select **Control Panel**.

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Opening the Charms

You can open the charms to search for apps and files, share content, play content on other devices or print, and set up your VAIO computer.

Touch operation (Touch screen equipped models)
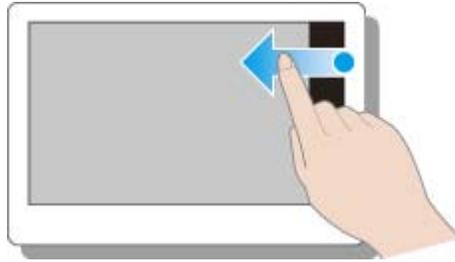
Swipe in from the right edge.

Mouse/Touch pad operation
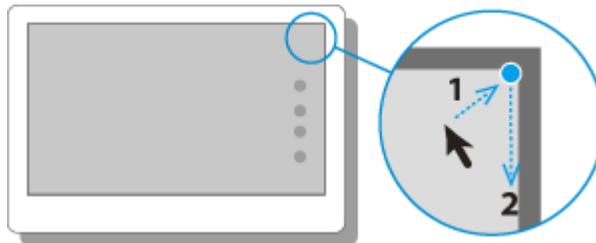
Point to the upper-right corner, then move downward.
With a touch pad, you can also swipe in from the right edge.

Keyboard operation

Press the ▦ (Windows) key and the **C** key at the same time.

Related Topic

About the Start Screen and Menu
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Opening the Desktop

You can access the desktop from a tile, just like an app. Open the desktop by following the instruction below.

1. Open the **Start** screen [Details] and select the **Desktop** tile.

Related Topic

About the Start Screen and Menu

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About the Touch Screen
<Touch screen equipped models>

The touch screen enables direct interaction with your VAIO computer using your finger(s).
You can perform various gestures on the touch screen.
Your VAIO computer supports multi-touch input.

Note

- Your VAIO computer is equipped with a capacitive touch screen. When using it, note the following characteristics of the capacitive touch screen.
  - The touch screen will not work if you touch it with fingernails, or if you wear gloves.
  - If tapping triggers an unintentional operation, make sure that no other parts of your body are in contact with the touch screen.
  - The surface of the touch screen may get hot. This is normal and does not indicate a malfunction.
  - Even though the surface of the touch screen is tempered glass, it could still become damaged. Treat it with adequate care. If it breaks, small granular shards may scatter and cause injury.
    Do not drop the touch screen or subject it to a strong impact. Do not scratch the surface. A surface flaw may cause the glass to break.
  - A protection sheet may be attached to the LCD screen frame at the factory. Remove the sheet before use; otherwise the touch screen may not work correctly.
  - Some apps do not accept touch screen operations.

Related Topic

How to Use the Touch Screen<Touch screen equipped models>

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Adjusting the Angle of the Screen

You can adjust the screen angle of your choice.
Adjust the angle, holding the upper part of the screen.
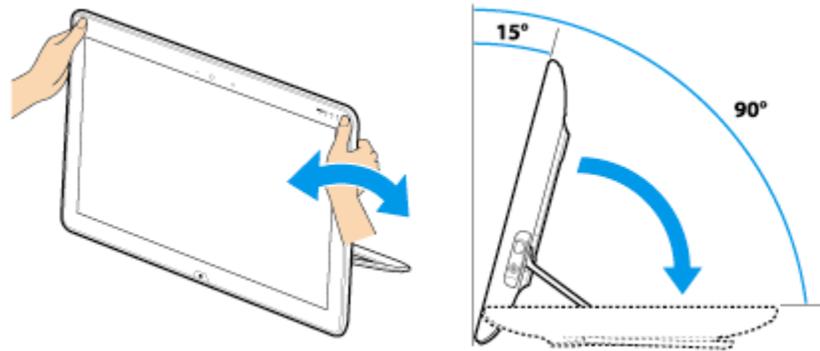
The angle of your VAIO computer can be adjusted from approximately 15 to 90 degrees.

Note

- Do not exert excessive pressure on your VAIO computer while adjusting the angle of the screen, as damage may result.
- Make sure there is no cable, etc., between the back of the screen and the stand when it is closed.
- Even when adjusted to 90 degrees, your VAIO computer does not sit perfectly horizontal.

Related Topic

Setting the Stand

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Adjusting the LCD Brightness Automatically

Your VAIO computer measures ambient light intensity to adjust the LCD brightness automatically.

1. Start **VAIO Control Center** [Details] and select **Image Quality**.

2. Enable/disable the automatic adjustment setting in **Display Brightness**.

Hint

- During the setup or recovery process, the automatic brightness adjustment function may not work and the LCD brightness may change regardless of ambient light intensity.
- Ambient light intensity is measured by the ambient light sensor. Blocking the ambient light sensor may decrease the LCD brightness.

Related Topic

Parts and Controls on the Front
Changing the LCD Brightness

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Changing the LCD Brightness

You can adjust the LCD brightness.

1. Press the **Fn**+**F5** key or **Fn**+**F6** keys.
   To decrease lighting intensity, keep pressing the **Fn**+**F5** keys. To increase lighting intensity, keep pressing the **Fn**+**F6** keys.

Hint
- The LCD brightness setting is retained even after your VAIO computer is turned off and restarted.

Related Topic

Adjusting the LCD Brightness Automatically
Combinations and Functions with the Fn Key

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Changing the Resolution (Size) of the Screen Image

You can change the screen resolution to adjust the size of the characters and images on the computer screen.
Refer to **Windows Help and Support** [Details] for more information.

1. Right-click on the desktop [Details] and select **Screen resolution**.

2. Select the current screen resolution next to **Resolution** and move the slider to change the screen resolution.

Note

- You may not be able to play high-resolution videos depending on the amount of video memory on your VAIO computer. In such a case, lower the screen resolution.
- Do not change the display resolution while using video/image apps or playing DVDs, as it may cause unsuccessful playback/display or unstable system operations.

Related Topic

Notes on the LCD screen

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Displaying Images Smoothly (Mobile BRAVIA Engine 2)

You can play high-definition videos using Mobile BRAVIA Engine 2 that is high-quality image technology.

1. Start **VAIO Control Center** [Details] and select **Image Quality**.

2. Set the **Turn on/off Mobile BRAVIA Engine 2 for making video smooth.** setting to **On**.

Note

- Mobile BRAVIA Engine 2 included in your VAIO computer applies its effects to video viewing with only the preinstalled apps that can run on the desktop.

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Enlarging the Text Size (DPI)
<Touch screen equipped models>

Changing the DPI to enlarge the text and icon size enables you to operate the touch screen easier.

1. Open **Control Panel** [Details] and select **Appearance and Personalization** and **Make text and other items larger or smaller**.

2. Select the desired settings from the options on the screen and **Apply**.

3. If a message appears and recommends signing out, select **Sign out now**.

4. Sign in again.
   The text font size for Windows changes.

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How to Use the Touch Screen
<Touch screen equipped models>

You can tap the touch screen or make a simple motion with your fingers to operate your VAIO computer.

Basic operations

To click (tap)

Tap on the touch screen once with a finger. You can select a button, such as **OK** and **Cancel**, or an item in a menu by tapping it.

To double-click (double-tap)

Tap on the touch screen twice in quick succession with a finger. You can start an app, such as a word processor or a spreadsheet program, or open a file by double-tapping its icon.

To drag

Put a finger on the desired point on the touch screen and slide the finger. You can move a file or change the window size with this motion.

To drag and drop

Touch the desired file icon, slide to another folder, window or app icon, and then lift your finger off the screen. You can move or copy a file with this motion.

Advanced operations

You can make a simple motion (gesture) with your fingers on the touch screen to operate your VAIO computer.
The response to a gesture varies depending on the apps.

To right-click (touch and hold)

Touch and hold the desired point on the touch screen for a few seconds and lift your finger off the screen. Depending on the point you touch, you can display various menus.

To scroll

Touch and slide a scrollable area of a window, such as an **Internet Explorer** window. You can also drag the slider on the vertical scroll bar of the selected window to scroll the window.

To zoom in or out on an image such as a photo (zoom)

Pinch on the touch screen with two fingers for zooming on an image, such as a photo on **Photos**. Pinch open to zoom in or pinch close to zoom out.
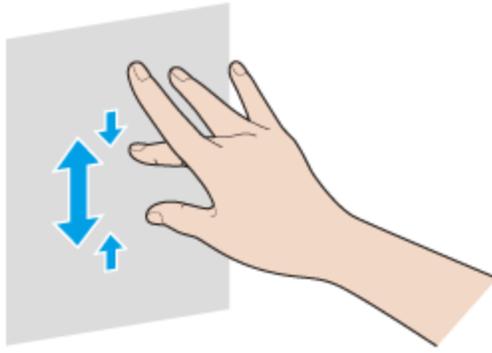
To rotate an image such as a photo (rotate)

Put two fingers on the touch screen and slide them in circles to rotate an image, such as a photo. You cannot rotate images depending on the apps you are using.
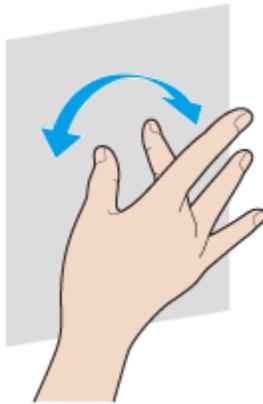
To select by swiping

Slide your finger in short distance in the direction that the screen does not scroll.
You can select an item, such as an app tile or a picture.
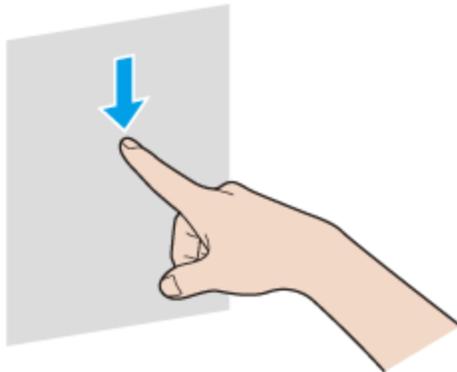
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Notes on Using the Touch Screen
\<Touch screen equipped models\>

Before using the touch screen, read the following precautions for correct use.

- Do not push the touch screen roughly.
  Gentle touches always work as your VAIO computer is equipped with a capacitive touch screen.
- Do not use an object other than your finger to use the touch screen.
  The touch screen may be damaged or a malfunction may occur. Be sure to touch the screen only with your finger.
- The touch screen may not work properly if you turn on your VAIO computer while touching the screen. In such a case, restart the computer.
- The touch screen may not work for several seconds after your VAIO computer returns to Normal mode from Sleep mode. In such a case, wait for a while before using the touch screen.
- Keep the touch screen clean for good touch sensitivity. Dirt may cause damage or a malfunction.

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Notes on the LCD screen

Read the following precautions for correct use of the LCD screen.

- The LCD screen is manufactured using high-precision technology. You may, however, see tiny black points and/or bright points (red, blue, or green) that continuously appear on the LCD screen. This is a normal result of the manufacturing process and does not indicate a malfunction.
- Do not scratch the surface of the LCD screen or exert pressure on it. This could cause damage.
- The LCD screen may become warm during operation. This is normal and does not indicate a malfunction.
- Due to the mechanical design of your VAIO computer's LCD screen/touch screen, the screen surface may become warm while you are using the computer for an extended period of time. This is normal and does not indicate a malfunction. (Touch screen equipped models)
- The LCD screen/touch screen is made of reinforced glass to implement high durability, however, treat the screen with care as it is not 100% unbreakable. In case the screen breaks into small pieces, be careful not to cut yourself on the pieces of broken glass. (Touch screen equipped models)
- Do not leave the LCD screen facing the sun. This could damage the LCD screen. Be sure to block direct sunlight when using your VAIO computer near a window.
- Using your VAIO computer in low temperature conditions may produce a residual image on the LCD screen. This does not indicate a malfunction. When the computer returns to normal temperature, the screen returns to normal.
- A residual image may appear on the LCD screen if the same image is displayed for an extended period of time. The residual image disappears after a while. You can use a screen saver to prevent residual images.

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About a Security Key for Wi-Fi(R) (Wireless LAN)

A security key is a security protocol for Wi-Fi that encrypts data transmitted on Wi-Fi. It is also referred to as an encryption key or a WEP (Wired Equivalent Privacy) key.
The security key allows wireless devices that have the same key, such as a Wi-Fi access point and a computer, to communicate with each other on Wi-Fi.
The security key is assigned to each access point by default. (Make sure the default security key has been changed to protect data from unauthorized use.) If you cannot find the default security key, refer to the manual that came with your access point.

If you enter a wrong security key, follow these steps to re-enter the security key.

1. Open the charms [Details] and select the Settings charm.

2. Select (the network icon).

3. Right-click the desired network and select **View connection properties**.

4. Select the **Security** tab.

5. Enter a security key in the **Network security key** field and select **OK**.

Related Topic

About the Wi-Fi(R) (Wireless LAN) Standards
Starting Wi-Fi(R) (Wireless LAN) Communications
Notes on Using the Wi-Fi(R) (Wireless LAN) Function

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About the Internet Connection Services

The following types of Internet connection services are available.
You can select from among the services according to your preference, for example, communication speed or a usage fee. For detailed information on a variety of connection services, contact Internet Service Providers (ISPs).

- Fiber to the Home (FTTH)
- Cable modem
- Digital Subscriber Line (DSL)
- Satellite
- Dial-up

Related Topic

Connecting to the Internet with a Wired Connection
Starting Wi-Fi(R) (Wireless LAN) Communications

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About the Network (LAN)

The network (LAN) enables you to connect your VAIO computer to the Internet and transfer data between the computer and other devices.
You can connect your VAIO computer to 1000BASE-T/100BASE-TX/10BASE-T type networks with a LAN cable (not supplied). Connect one end of a LAN cable to the LAN port on the computer and the other end to your network.
For information on peripheral devices required for LAN access, ask your Internet Service Provider (ISP) or refer to the manual that came with your modem.
For information on how to connect your VAIO computer to the network, refer to your ISP's instructions or the manual that came with the modem and other peripheral devices. If you require information on the network settings at your workplace, ask the network administrator.

Related Topic

About the Internet Connection Services
Starting Wi-Fi(R) (Wireless LAN) Communications

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About the Wi-Fi(R) (Wireless LAN) Standards

Wi-Fi allows your VAIO computer to connect to a network through a wireless connection.
Wi-Fi uses the following IEEE 802.11a/b/g/n standard, which specifies the type of technology used.
Refer to the specifications to find out about the configuration of the computer.

IEEE 802.11a (Frequency band:5 GHz)

Exclusive to models compliant with the IEEE 802.11a/b/g/n standard.

IEEE 802.11b/g (Frequency band:2.4 GHz)

The IEEE 802.11g standard provides higher-speed communications than the IEEE 802.11b.

IEEE 802.11n (Frequency band:2.4 GHz/5 GHz)

For models compliant with the IEEE 802.11b/g/n standard, only 2.4 GHz band can be used.

Related Topic

Starting Wi-Fi(R) (Wireless LAN) Communications
Stopping Wi-Fi(R) (Wireless LAN) Communications
Notes on Using the Wi-Fi(R) (Wireless LAN) Function

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Connecting to the Internet with a Wired Connection

Before using the Internet, you need to sign up with an Internet Service Provider (ISP) and set up devices required for connecting your VAIO computer to the Internet.
Connect one end of a LAN cable (not supplied) to the LAN port on your VAIO computer and the other end to your network.
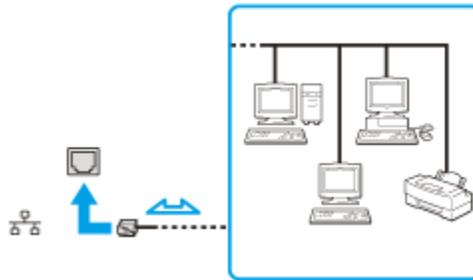
Note

- For detailed information on devices required for Internet access and how to connect your VAIO computer to the Internet, ask your ISP.
- When connecting your VAIO computer to the Internet, be sure to use a cable with "Network" or "Ethernet" writing on it.
- Do not plug a telephone cable into the LAN port on your VAIO computer.
  If the LAN port is connected to the following networks or telephone lines, high electric current to the port may cause damage, overheating, or fire.
  - Any network, except 1000BASE-T/100BASE-TX/10BASE-T type networks
  - Public telephone subscriber line
  - Private branch exchange (PBX)
  - Home (intercom speakerphone) or business-use telephone lines (multi-line business telephone)

Hint

- To connect your VAIO computer to the Internet using the Wi-Fi(R) (Wireless LAN) function, you need to set up the Wi-Fi settings. [Details]

Related Topic

About the Internet Connection Services
About the Network (LAN)
Starting Wi-Fi(R) (Wireless LAN) Communications

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Disabling the Wi-Fi(R) (Wireless LAN) Function

You can disable the Wi-Fi function by following these steps.

1. Open the charms [Details] and select the ⚙ **Settings** charm.

2. Select **Change PC settings** in the lower right corner.

3. Select **Wireless** in the left pane of the **PC settings** screen.

4. Change the **Wi-Fi** setting under **Wireless devices** to **Off**.

Hint

- To enable the Wi-Fi function, turn off **Airplane mode** and change the **Wi-Fi** setting under **Wireless devices** to **On**.
- To disable all wireless functions, turn on **Airplane mode**. The **WIRELESS** indicator light will be turned off.
- The wireless function(s) whose setting is on will be enabled when you turn off **Airplane mode**. When any wireless function is enabled, the **WIRELESS** indicator light turns on.
- Refer to **Windows Help and Support** for more information on **Airplane mode**. [Details]

Related Topic

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Starting Wi-Fi(R) (Wireless LAN) Communications
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Launching the Web Browser (WEB Button) <WEB Button equipped models>

By pressing the **WEB** button, you can launch the default web browser.
Even when your VAIO computer is off, pressing the **WEB** button starts Windows, and launches the web browser.

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Notes on Using the Wi-Fi(R) (Wireless LAN) Function

Before using the Wi-Fi function, read the following precautions for correct use.

- In some countries or regions, using the Wi-Fi products may be restricted by the local regulations.
- Wi-Fi devices work on the 2.4 GHz band, which is used by a variety of devices. They use the technology to minimize radio interference from other devices that use the same band; however, radio interference may still slow communication speeds, reduce communication range, or cause communication failure.
- If both the BLUETOOTH function and the 2.4 GHz Wi-Fi function of your VAIO computer are enabled, interference may occur and cause slower communication speeds or other problems.
- To communicate via Wi-Fi while you are on the road, you may need to contract with a Wi-Fi connection service provider.
- If your VAIO computer is equipped with the IEEE 802.11a/b/g/n standard, outdoor use of the 5 GHz Wi-Fi function is prohibited by law.
- The communication speed and range may vary depending on the following conditions:
  - Distance between devices
  - Existence of obstacles between devices
  - Device configuration
  - Radio conditions
  - Ambient environment (including wall material, etc.)
  - Apps in use
    Communications may be cut off depending on radio conditions.
- The data transfer rate specified in the specification is the theoretical maximum, and may not reflect actual data transfer rate.
- Actual communication speed may not be as fast as the one displayed on your VAIO computer.
- The 2.4 GHz and 5 GHz Wi-Fi frequency bands are not communicable with one another.
- The data transfer rate of IEEE 802.11g and IEEE 802.11n (2.4 GHz) may be affected by interference when used with an IEEE 802.11b product. Also, IEEE 802.11g and IEEE 802.11n automatically lower the transfer rate to maintain compatibility with an IEEE 802.11b product. The transfer rate may be regained by changing the channel settings of your access point.
- To stop the Wi-Fi function abruptly, turn off your VAIO computer.

- The WLAN standard includes the encryption methods: Wired Equivalent Privacy (WEP), which is a security protocol, Wi-Fi Protected Access 2 (WPA2), and Wi-Fi Protected Access (WPA). Proposed jointly by the IEEE and Wi-Fi Alliance, both WPA2 and WPA are specifications of standards based on interoperable security enhancements that increase the level of data protection and access control for existing Wi-Fi networks. WPA is designed to be forward compatible with the IEEE 802.11i specification. It utilizes the enhanced data encryption Temporal Key Integrity Protocol (TKIP) in addition to user authentication using 802.1X and Extensible Authentication Protocol (EAP). Data encryption protects the vulnerable wireless link between clients and access points. Besides that, there are other typical LAN security mechanisms to ensure privacy, such as: password protection, end-to-end encryption, virtual private networks, and authentication. WPA2, the second generation of WPA, provides stronger data protection

and network access control and is also designed to secure all versions of 802.11 devices, including 802.11b, 802.11a, 802.11g, and 802.11n standards, multi-band and multi-mode. In addition, based on the ratified IEEE 802.11i standard, WPA2 provides government grade security by implementing the National Institute of Standards and Technology (NIST) FIPS 140-2 compliant AES encryption algorithm and 802.1X-based authentication. WPA2 is backward compatible with WPA.

Related Topic

About the Wi-Fi(R) (Wireless LAN) Standards
Starting Wi-Fi(R) (Wireless LAN) Communications
Stopping Wi-Fi(R) (Wireless LAN) Communications
Notes on Using the BLUETOOTH(R) Function

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Starting Wi-Fi(R) (Wireless LAN) Communications

You can establish Wi-Fi communications between your VAIO computer and an access point (not supplied).
Before using Wi-Fi, make sure a Wi-Fi access point is on and operating.

1. Connect an access point to your VAIO computer.
   Refer to **Windows Help and Support** [Details] and the manual that came with the access point for more information.

2. Open the charms [Details] and select the ⚙ **Settings** charm.

3. Select **Change PC settings** in the lower right corner.

4. Select **Wireless** in the left pane of the **PC settings** screen.

5. Change **Airplane mode** to **Off** and the **Wi-Fi** setting under **Wireless devices** to **On**.
   Hint
   - Refer to **Windows Help and Support** for more information on **Airplane mode**. [Details]

6. Open the charms [Details] and select the ⚙ **Settings** charm.

7. Select ▦ (the network icon).

8. Select the desired access point and **Connect**.
   After the connection is established, **Connected** appears in the selected wireless access point field.
   If a security key [Details] entry window appears, enter the security key as required and select **OK**.
   Note that security keys are case-sensitive.

Note
- On IEEE 802.11a/b/g/n equipped models, when only the 2.4 GHz Wi-Fi function is enabled, your VAIO computer cannot connect to a 5 GHz Wi-Fi access point. Also, when only the 5 GHz Wi-Fi function is enabled, the computer cannot connect to a 2.4 GHz Wi-Fi access point.
  On IEEE 802.11b/g/n equipped models, when the 2.4 GHz Wi-Fi function is disabled, the computer cannot connect to an access point. Also, the computer cannot connect to a 5 GHz Wi-Fi access point.
- It may take some time to find and connect to a Wi-Fi access point before starting communications via Wi-Fi.

Hint
- Once you connect your VAIO computer to the access point by entering the security key, the access point will be registered in the computer. You do not have to enter the security key for subsequent connections.

To check Wi-Fi connection status

Open the desktop [Details] and move the mouse pointer over ▦ (the Network icon) in the desktop notification area to check the Wi-Fi connection status, such as the access point currently connected to your VAIO computer.

Related Topic

About the Wi-Fi(R) (Wireless LAN) Standards

Stopping Wi-Fi(R) (Wireless LAN) Communications

Notes on Using the Wi-Fi(R) (Wireless LAN) Function

About a Security Key for Wi-Fi(R) (Wireless LAN)

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Stopping Wi-Fi(R) (Wireless LAN) Communications

You can stop Wi-Fi communications by following these steps.

1. Open the charms [Details] and select the ⚙ **Settings** charm.

2. Select (the network icon).

3. Select the desired access point and **Disconnect**.

Note

- Do not disable the Wi-Fi function while accessing remote documents, files, or resources, as it may result in data loss.

Related Topic

About the Wi-Fi(R) (Wireless LAN) Standards
Starting Wi-Fi(R) (Wireless LAN) Communications
Notes on Using the Wi-Fi(R) (Wireless LAN) Function
Disabling the Wi-Fi(R) (Wireless LAN) Function

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Using the Antivirus App for Your VAIO Computer

Protect your VAIO computer against computer viruses by using the antivirus app.
You can keep the antivirus app current with the latest updates by downloading and installing the updates from the website of the app publisher. To update the antivirus app, find the antivirus app installed on your VAIO computer from the following and follow these steps.

Trend Micro:

1. Make sure your VAIO computer is connected to the Internet.
2. Start **Trend Micro Titanium Maximum Security**. [Details]
3. Follow the on-screen instructions.

McAfee:

1. Make sure your VAIO computer is connected to the Internet.
2. Start **McAfee Internet Security** or **McAfee Total Protection**. [Details]
3. Follow the on-screen instructions.

Kaspersky Internet Security:

1. Make sure your VAIO computer is connected to the Internet.
2. Start **Kaspersky Internet Security**. [Details]
3. Follow the on-screen instructions.

Note
- The actual procedure may be different from the above depending on the version of the app installed on your VAIO computer. In such a case, follow the on-screen instructions.

Hint
- Refer to the help file included with your app for more information.

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Entering Sleep Mode, Shutting Down, or Restarting

You can place your VAIO computer into Sleep mode or shut down/restart the computer by following these steps.

1. Open the charms [Details] and select the Settings charm.

2. Select Power and **Sleep**, **Shut down**, or **Restart**.

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Changing the Rapid Wake (Sleep Mode) Settings

You can change the Rapid Wake settings in **VAIO Control Center**.
Rapid Wake is enabled by default. With this function, you can keep your VAIO computer in Sleep mode without risk of data loss because the computer enters Sleep mode after your working data is saved on the built-in storage device.
For models that support Rapid Wake + ECO, you can conserve more battery power by reducing power consumption when the computer is in Sleep mode.

1. Start **VAIO Control Center** [Details] and select **Hardware**.

2. Enable/disable the setting in **Rapid Wake**.

Note

- With Rapid Wake disabled, your working data is not saved on the built-in storage device when the computer enters Sleep mode. Therefore, if the computer is turned off during Sleep mode because, for example, the battery pack runs out of power or the computer is disconnected from an AC power source, the working data will be lost and cannot be restored. To avoid data loss, be sure to save the data before the computer enters Sleep mode. With Rapid Wake disabled, the power indicator light blinks slowly in orange during Sleep mode, and the charge and power indicator lights blink simultaneously when the battery pack runs out of power during Sleep mode.
  When you use the Hibernate mode, you need to disable Rapid Wake.

Related Topic

Using Sleep Mode
Notes on Sleep Mode

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Charge Indicator Status List

The charge indicator light ▪⊏ turns on or blinks differently according to conditions.

Lit in orange
The battery pack is charging. (Turns off when charging is completed.)

Blinks in orange along with the green power indicator ⏻
The battery pack is running out of power. (Normal mode)

Blinks fast in orange
A battery error has occurred due to a failed battery pack, an unlocked battery pack, etc.

Related Topic
Charging the Battery Pack
Checking the Battery Charge Capacity
Extending the Battery Life

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Charging the Battery Pack

The battery pack can be charged even while you are using your VAIO computer when the computer is connected to a power source. The charging time may vary depending on operating conditions.

1. Install the battery pack into your VAIO computer. [Details]

2. Plug your VAIO computer into an AC outlet. [Details]

Hint

- The charging time varies depending on ambient temperature.
  Note that at a low ambient temperature, it takes longer time to charge the battery pack.
- Open the desktop [Details] and select the battery icon, such as 🔋 (on battery) or 🔌 (plugged in), in the desktop notification area to check the battery status of your VAIO computer.

Related Topic

Charge Indicator Status List
Checking the Battery Charge Capacity
Extending the Battery Life

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Connecting a Power Source

Connect your VAIO computer to an AC power source. Carefully read the precautions in **Notes on Using the Power Source** before connection. [Details]

1. Plug one end of the power cord (1) into the AC adapter (3).

2. Plug the other end of the power cord into an AC outlet (2).

3. Plug the cable from the AC adapter (3) into the DC IN port (4) on your VAIO computer.
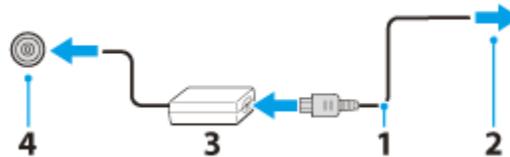
Note
- Do not plug more than one device into the same AC outlet.
- The shape of the AC adapter varies depending on the model you purchased.
- Make sure that the power plug is firmly plugged into your VAIO computer.

Hint
- You can purchase a power strip with a surge protector to help prevent damage to your VAIO computer caused by sudden power surges (in an electrical storm, for example).

Related Topic

Installing/Removing the Battery Pack
Charging the Battery Pack
Notes on Using the Battery Pack
Turning on Your VAIO Computer
Shutting Down Your VAIO Computer
Notes on Using the Power Source

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Installing/Removing the Battery Pack

Install the battery pack into the battery compartment of your VAIO computer.

To install the battery pack

1. Turn off your VAIO computer and disconnect the power cord and all connection cables.

2. Gently lay your VAIO computer on a soft cloth, etc. with the LCD screen down.

3. Pull up the stand.

4. Pull up the top of the back panel (1), then remove it (2).
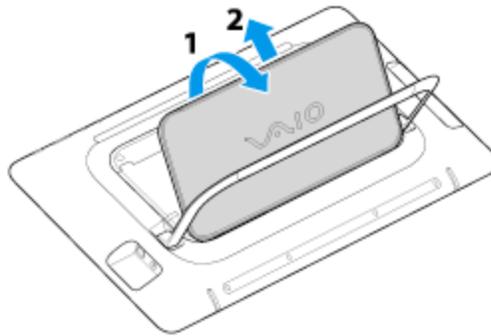
5. Slide the battery **LOCK** switch (1) to the unlock position.
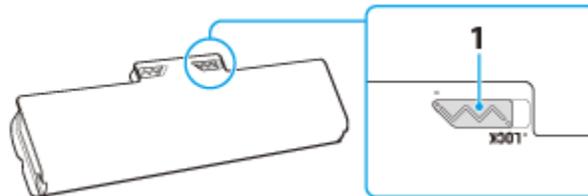
6. Slide the battery pack diagonally into the battery compartment until the projection (1) on each side of the battery compartment fits into the groove (2) on each side of the battery pack.
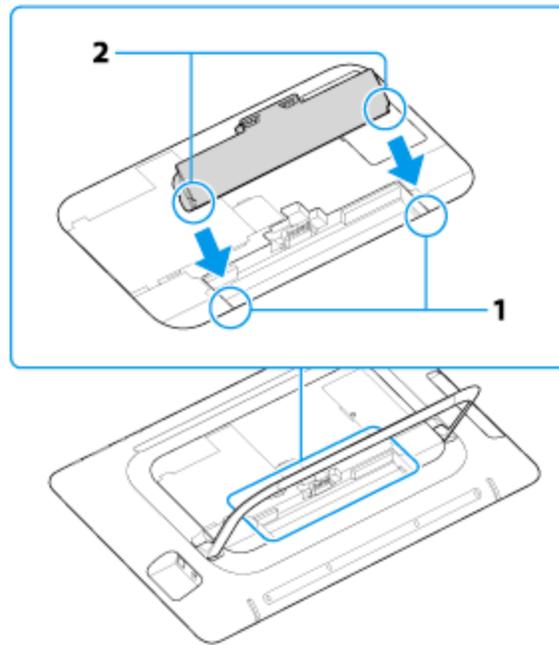
7. Turn the battery pack in the direction of the arrow and push the battery pack down into the compartment until it clicks into place.
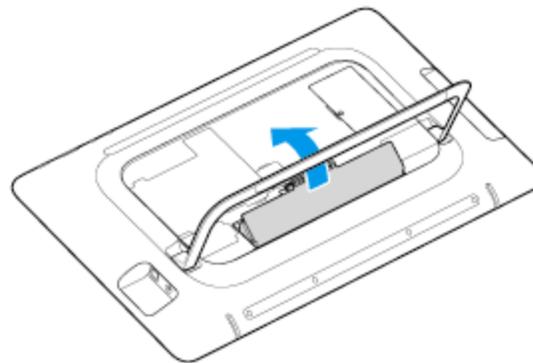
8. Slide the battery **LOCK** switch to the **LOCK** position to secure the battery pack on your VAIO computer.

9. Anchor the back panel to the hook (1), then close the back panel (2).
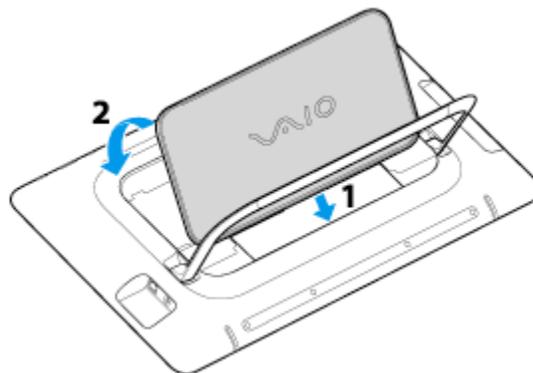
To remove the battery pack

1. Follow steps 1 to 4 in **To install the battery pack**.

2. Slide the battery **LOCK** switch to the unlock position.

3. Slide and hold the battery **RELEASE** latch (1), put your fingertip underneath the tab

(2) on the battery pack, and lift the battery pack in the direction of the arrow.
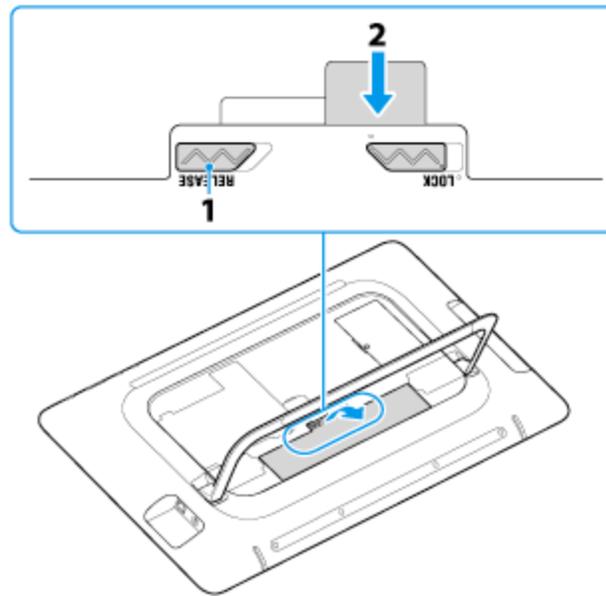
4. Slide the battery pack away from your VAIO computer.

5. Follow step 9 in **To install the battery pack**.

Note

- You will lose all unsaved data if you remove the battery pack while your VAIO computer is on or in Sleep mode and not connected to the AC adapter.
  Be sure to turn off the computer before removing the battery pack.

Related Topic

Charging the Battery Pack
Notes on Using the Battery Pack
Shutting Down Your VAIO Computer

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Notes on Sleep Mode

Read the following precautions before using Sleep mode.

- Some apps may not support Sleep mode. When running such apps, exit them before placing your VAIO computer into Sleep mode.
- Some USB devices may not support Sleep mode. When your VAIO computer resumes from Sleep mode, the computer may not recognize such USB devices, depending on the type and number of connected USB devices.
  If you cannot place the computer into Sleep mode, disconnect all USB devices and try again.
- If your VAIO computer enters Sleep mode when Windows or the computer is unstable, it may not resume from Sleep mode. The following operations are recommended:
  - Before placing your VAIO computer into Sleep mode, save your files and exit all running apps.
  - Shut down your VAIO computer periodically.
- Depending on the condition of Windows, your VAIO computer cannot enter Sleep mode.
- If your VAIO computer enters Sleep mode while running a task, such as DVD writing, the task may be suspended.

Related Topic

Using Sleep Mode
Notes on Using the Power Source
Notes on Using the Battery Pack

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Notes on Using the Power Source

Read the following precautions before plugging your VAIO computer into an AC power source.

- If you remove the battery pack while your VAIO computer is turned on or in Sleep mode, but the computer is disconnected from an AC power source, you may lose all unsaved data.
- If you leave your VAIO computer without connecting it to an AC power source for an extended period of time, turn off the computer.

Notes on the AC adapter

- Use the AC adapter supplied with your VAIO computer or with genuine Sony products. Do not use any other AC adapter as it may cause a malfunction.
- Do not connect the AC adapter to a power conversion device such as a travel power converter. It may cause overheating or a malfunction.
- If the AC adapter cable becomes damaged or broken, do not use it.

Notes on turning on your VAIO computer

- Because your VAIO computer contains magnetic components, keep magnetic storage media, such as floppy disks, away from the computer, as it may cause data corruption.
- Your VAIO computer will automatically enter Sleep mode (with the default settings) when you move magnetic devices closer to the computer. Keep magnetic devices away from the computer.

Related Topic

Connecting a Power Source
Turning on Your VAIO Computer
Shutting Down Your VAIO Computer
Restarting Your VAIO Computer

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Restarting Your VAIO Computer

After changing the settings or installing an app on your VAIO computer, you may be required to restart the computer.

1. Save your data and close all running apps.

2. Open the charms [Details] and select the ⚙ **Settings** charm.

3. Select ⏻ **Power** and **Restart**.
   Your VAIO computer will restart.

Related Topic

Turning on Your VAIO Computer
Shutting Down Your VAIO Computer

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Selecting a Power Plan

Power management helps you set up power plans to suit your requirements for power consumption.

1. Open **Control Panel**. [Details]

2. Select **Hardware and Sound** and **Power Options**.

3. Select your desired power plan.

4. If you want to change the power plan settings, select **Change plan settings** on the right of your desired power plan in the **Power Options** window.
   By selecting **Change advanced power settings**, you can change the advanced settings.
   Refer to **Windows Help and Support** for more information on the power plan settings. [Details]

Hint

- The power status icon indicates what kind of power source your VAIO computer is currently using, and you can see the computer's power status by selecting this icon.

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Shutting Down Your VAIO Computer

Shut down your VAIO computer properly to avoid losing unsaved data.

1. Turn off any peripherals connected to your VAIO computer.

2. Save your data and close all running apps.

3. Open the charms [Details] and select the ⚙ **Settings** charm.

4. Select ⏻ **Power** and **Shut down**.

   After a short time, your VAIO computer automatically turns off and the green power indicator light turns off.

Note

- An improper shutdown may cause loss of unsaved data or cause your VAIO computer to malfunction.
- To disconnect your VAIO computer completely from an AC power source, turn off the computer and unplug the power cord from the AC outlet.

To fully shut down your VAIO computer

You can fully shut down your VAIO computer by placing the computer into ACPI S5 mode. This mode will take more time in the start-up process than fast start-up mode.

1. Turn off any peripherals connected to your VAIO computer.

2. Save your data and close all running apps.

3. Open the charms [Details] and select the ⚙ **Settings** charm.

4. Select ⏻ **Power**, press and hold down the **Shift** key, and select **Shut down**.

   After a short time, your VAIO computer automatically turns off and the green power indicator light turns off.

Related Topic

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Turning on Your VAIO Computer

Turn on your VAIO computer to start Windows. Carefully read the precautions in **Notes on Using the Power Source** before turning on. [Details]

1. Install the battery pack on your VAIO computer [Details], and then connect to an AC outlet. [Details]

2. Press and hold down the (Power) button until the power indicator light turns on in green.
   Your VAIO computer is turned on, and Windows starts after a while.

Note

- If you press and hold down the (Power) button for more than four seconds, your VAIO computer will not turn on.
  Press the (Power) button lightly, and release it immediately when the power indicator light turns on.
- Do not use your VAIO computer without installing the battery pack as it may cause the computer to malfunction.
- Do not touch the touch screen when turning on your VAIO computer as it may cause the computer to malfunction. (Touch screen equipped models)

Hint

- By default, your VAIO computer automatically enters Sleep mode after a certain period of inactivity while the computer is connected to an AC outlet. [Details]

Related Topic

Installing/Removing the Battery Pack
Charging the Battery Pack
Notes on Using the Battery Pack
Connecting a Power Source
Shutting Down Your VAIO Computer
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Notes on Using the Power Source

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Using Sleep Mode

In Sleep mode, all unnecessary devices of your VAIO computer are turned off, though some devices stay on to retain the computer's state including data you are working on. Sleep mode is useful when you take a short rest, for example.
With the default Sleep mode settings, Rapid Wake is enabled and the computer's state is saved to the built-in storage device.

To activate Sleep mode

1. Open the charms [Details] and select the ⚙ **Settings** charm.

2. Select ⏻ **Power** and **Sleep**.

   The power indicator light turns off when your VAIO computer enters Sleep mode.

Hint
- By default, your VAIO computer enters Sleep mode automatically after about 30 minutes of inactivity while running on AC power.
- The operations below also place your VAIO computer into Sleep mode.
  - Press the ⏻ (Power) button (with the default setting).
    Note that if you press and hold down the ⏻ (Power) button for more than four seconds, your VAIO computer will turn off automatically. Doing this will erase all unsaved data.

To return to Normal mode

1. Press the ⏻ (Power) button.

Note
- By default, your VAIO computer automatically enters Hibernate mode when the battery pack is running out of power. However, depending on the operating conditions, the computer may fail to enter Hibernate mode.
  If this occurs and the battery pack is running out of power, the computer will be turned off, resulting in loss of unsaved data.
  While the computer is running on battery power, save data frequently.
- Before moving your VAIO computer, make sure that the power indicator light is off to avoid impact or vibration to the running hard disk drive.

Hint
- If you press and hold down the ⏻ (Power) button for more than four seconds, your VAIO computer will turn off automatically. Doing this will erase all unsaved data.

Related Topic

Notes on Using the Power Source
Notes on Sleep Mode
Extending the Battery Life
Changing the Rapid Wake (Sleep Mode) Settings

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Parts and Controls of the Keyboard

Describes the features of the keyboard, such as keys, buttons and indicator lights.
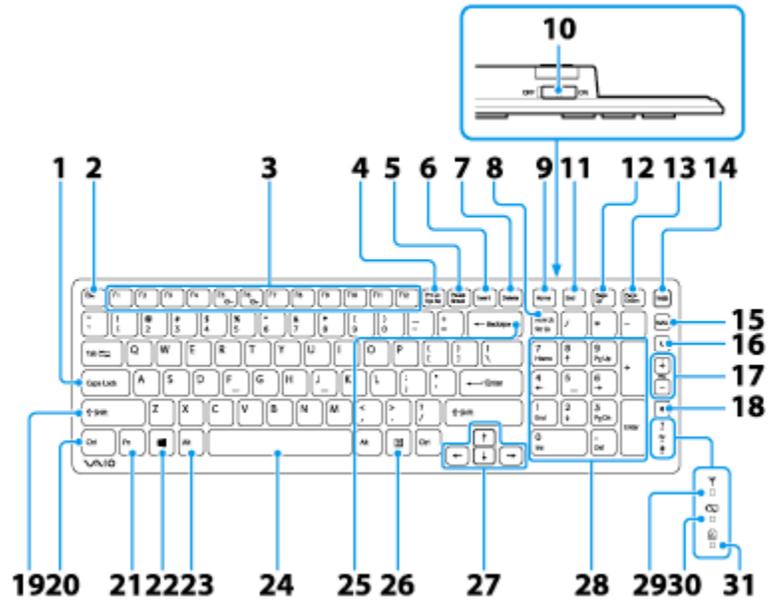
1. **Caps Lock** key [Details]

2. **Esc** key

3. Function keys [Details]

4. **Prt Sc** key

5. **Pause** / **Break** key

6. **Insert** key

7. **Delete** key

8. **Num Lk** / **Scr Lk** key [Details]

9. **Home** key

10. Power switch of the keyboard

11. **End** key

12. **Page Up** key

13. **Page Down** key

14. **WEB** button

15. **MAIL** button

16. ☾ Sleep button [Details]

17. Volume control buttons [Details]

18. 🔇 Muting button [Details]

19. **Shift** key

20. **Ctrl** key

21. **Fn** key [Details]

22. ▦ (Windows) key [Details]

23. **Alt** key

24. Space bar

25. **Backspace** key

26. Applications key

27. Directional arrow keys

28. Numeric keypad

29. ⅄ Connect indicator [Details]

30. ▭ Battery indicator [Details]

31. 🅐 Caps lock indicator [Details]

Note
- If the keyboard or mouse is not used for about 10 seconds, the connect indicator blinks.

Hint
- There is a raised dot on the **F**, **J** and **5** keys.
- After 10 minutes of idle time, the keyboard enters the power saving mode and all indicator lights turn off.
- For details on the keyboard shortcut keys, see **Windows Help and Support**. [Details]

Related Topic

Replacing the AA Battery of the Keyboard
Checking the Remaining Battery Power of the Keyboard
About the Usage Environment for the Keyboard
Connecting the Wireless Keyboard

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About the Usage Environment for the Keyboard

This section explains how to use the wireless keyboard.
You can use the wireless keyboard up to 33 ft. / 10 m away from your VAIO computer.
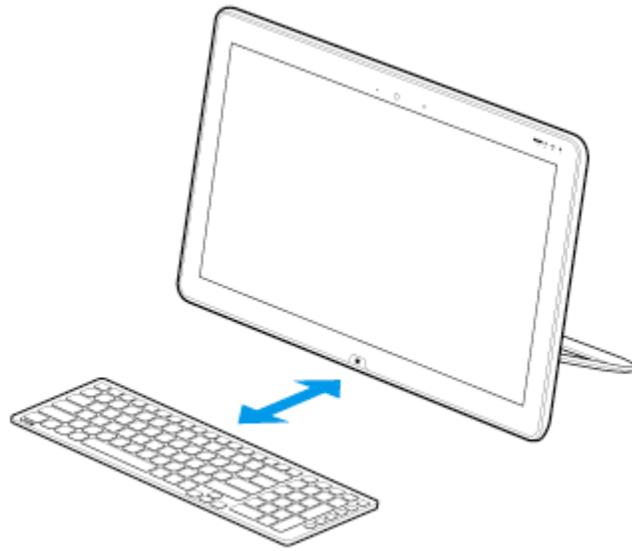
Note

- Do not allow water to enter the wireless keyboard as malfunction may result.
- Depending on the usage environment, the communication range between the wireless keyboard and your VAIO computer may be less than 33 ft. / 10 m.
- If you use the wireless keyboard too close to your VAIO computer (within 4 inches / 10 cm), wireless communication may be affected and keyboard input may become unstable. We recommend that you use the wireless keyboard at least 6 inches / 15 cm away from metal objects and your VAIO computer.

Related Topic

Connecting the Wireless Keyboard

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> ❯ Troubleshooting

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Checking the Caps Lock / Num Lock / Scroll Lock States

You can check if the keyboard is in the Caps Lock/Num Lock/Scroll Lock states by the indicator light of the keyboard and the icons in the notification area.

To check if the keyboard is in the Caps Lock state

1. Check if the Caps lock indicator light is on.

To check if the keyboard is in the Num Lock/Scroll Lock state

1. Check if the Num lock icon or Scroll lock icon in the notification area is green.

Hint

- To make the Num lock icon and Scroll lock icon always visible in the notification area of the desktop, select in the notification area, select **Customize…**, and then change the behavior of the icons to **Show icon and notifications**.

Related Topic

Parts and Controls of the Keyboard

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Checking the Remaining Battery Power of the Keyboard

The remaining battery power of the keyboard can be checked by the ⌷ battery indicator.

1. Check the ⌷ battery indicator of the keyboard.

It blinks when the battery is running out of power.
The indicator is only a guide and may not show the remaining battery power accurately, depending on the AA battery.

Hint

- If you intend not to use the keyboard for a long time, slide the power switch to **OFF** to extend battery life.

Related Topic

Parts and Controls of the Keyboard
Replacing the AA Battery of the Keyboard

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Combinations and Functions with the Fn Key

Press and hold down the **Fn** key and another key simultaneously to perform a keyboard shortcut action.
For example, to adjust the LCD brightness: **Fn**+**F5** → Press and hold down the **Fn** key, then press the **F5** key.
Some keyboard functions can only be used while Windows is running.

Fn + ☼– / ☼+ (F5/F6)

Press the button repeatedly to adjust the LCD brightness of your computer screen. [Details]
To decrease lighting intensity, press the **Fn**+**F5** keys.
To increase lighting intensity, press the **Fn**+**F6** keys.

Fn + Scr Lk (Scroll Lock)

Works differently depending on the apps you use. Refer to the help file included with the app for more information.

- For information on shortcut keys combined with the ⊞ (Window) key, etc., refer to **Windows Help and Support**. [Details]

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Connecting the Wireless Keyboard

If you cannot use the wireless keyboard supplied with the computer, it is likely that wireless connection setup is required between the wireless keyboard and your VAIO computer.

1. Check that an AA battery is inserted in the wireless keyboard you want to connect, and then slide the keyboard's power switch to **OFF**.

2. While pressing and holding the right **Ctrl** key of the keyboard, slide the keyboard's power switch to **ON**.
   The connect indicator turns on.
   Hint
   - Keep the **Ctrl** key pressed.

3. Turn on your VAIO computer. [Details] While the VAIO logo is displayed, press and hold the right **Ctrl** key and put the keyboard immediately in front of your computer's screen.
   The connect indicator turns off and the connection is then established.

Note
- The connection procedure is not usually required to use the wireless keyboard with your VAIO computer.
- Do not perform the connection procedure if you can use the wireless keyboard normally. Doing so may cause computer malfunction.

Related Topic

About the Usage Environment for the Keyboard

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Entering Characters with Touch Screen Operations
<Touch screen equipped models>

You can operate the on-screen Touch Keyboard with touch screen operations for text entry.

1. Open the desktop [Details] and select ▦ (the Touch Keyboard icon) in the desktop notification area.

Hint
- The on-screen Touch Keyboard appears automatically when you touch a text field.

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Replacing the AA Battery of the Keyboard

Change the AA battery in the keyboard when the battery power becomes low.

1. Set the power switch of the keyboard to **OFF**.

2. Turn over the keyboard, and then push the center of the cover in the direction shown in the illustration below.
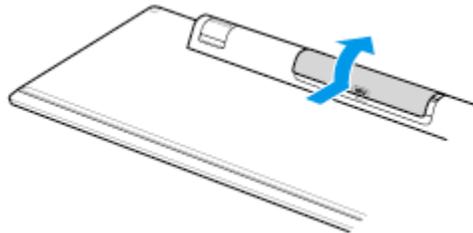
3. Remove the old battery and insert a new AA alkaline battery (minus (-) end first), then close the cover.
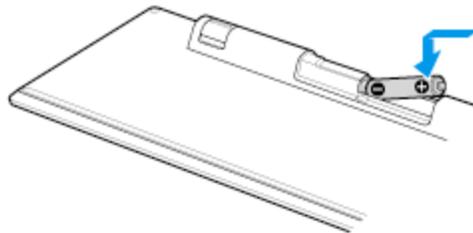
4. Set the power switch of the keyboard to **ON**.

Note

- Use a new AA alkaline replacement battery.
- If you do not intend to use the keyboard for a while, set the power switch of the keyboard to **OFF**. If you do not intend to use the keyboard for an extended period of time, remove its AA battery.
- When the battery power becomes low, replace with a new AA battery promptly. Keeping a depleted battery in the keyboard may cause battery leakage.
- Since the keyboard cannot be used with a commercially available rechargeable battery, use a non-rechargeable AA battery. If you use a rechargeable battery, battery leakage may occur, resulting in a malfunction.
- Do not recharge a dry cell AA battery.
- Refer to the supplied safety information manual.

Related Topic

Parts and Controls of the Keyboard

Checking the Remaining Battery Power of the Keyboard

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Parts and Controls on the Back

Describes the features on the back of the VAIO computer, such as connection ports.

1. Subwoofer

2. Air exhaust vent

3. Stand [Details]

4. Touch mark [Details]
   On selected models only.

5. Rating plate
   There is a rating plate on the back or in the back panel of the computer.

6. Built-in speakers (stereo)

7. Air intake vent

Note
- The air exhaust vent may get hot during use. Take care when touching it.
- Do not install your VAIO computer where the air intake vents or air exhaust vent may be blocked.
- Do not carry your VAIO computer by its stand; hold the sides.

Hint
- When the stand is closed, there is a space between the stand and computer. This space helps you to open the stand easily.

Related Topic

Parts and Controls on the Front
Parts and Controls on the Sides
Adjusting the Angle of the Screen
Setting the Stand

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Parts and Controls on the Front

Describes the features on the front of the VAIO computer, such as buttons and indicator lights.
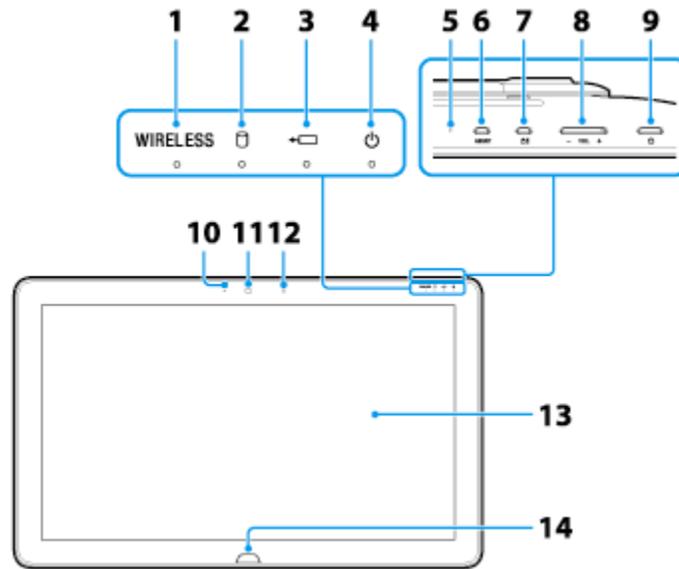
1. **WIRELESS** indicator [Details]

2. 🗍 Disc drive indicator

3. ⊷▭ Charge indicator [Details]

4. ⏻ Power indicator [Details]

5. Built-in microphone (monaural)

6. **ASSIST** button [Details]

7. 🔄 Rotation lock button
   Press to lock the screen to prevent it from rotating when you turn your VAIO computer. Press again to release the lock.

8. **VOL** (Volume) buttons

9. ⏻ Power button [Details]

10. Built-in camera indicator [Details]

11. Built-in camera [Details]

12. Ambient light sensor [Details]

13. Touch screen [Details]

14. ⊞ Windows button [Details]

Notes on the LCD screen

The LCD screen is manufactured using high-precision technology. You may, however, see tiny black points and/or bright points (red, blue, or green) that continuously appear on the LCD screen. The ratio of defective pixels to all available pixels of the LCD screen is less than 0.0006 %. Also, depending on the viewing angle, uneven stripes of changes in color and luminance may appear. These are normal results of the LCD screen construction and do

not indicate a malfunction. Take note that returns and replacements are not accepted.

Related Topic

Parts and Controls on the Sides
Parts and Controls on the Back

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Parts and Controls on the Sides

Describes the features on the sides of the VAIO computer, such as connection ports.

Right side
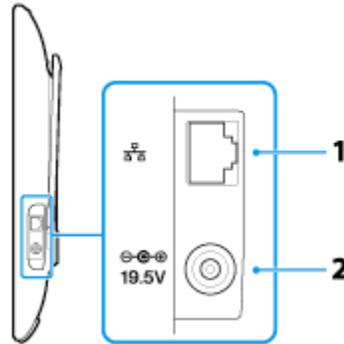
1. LAN port [Details]
   Do not connect the AC adaptor to the LAN port. It may cause a malfunction.

2. DC IN port [Details]

Left side
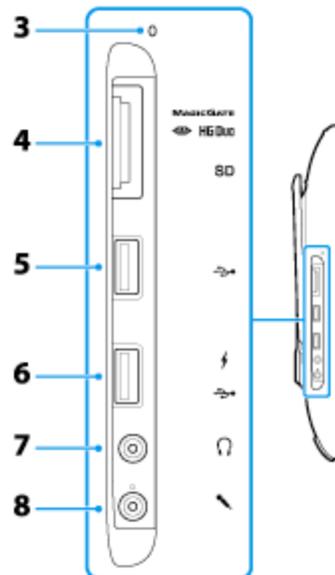
3. Media access indicator ("Memory Stick Duo" [Details], SD memory card [Details])

4. "Memory Stick Duo" / **SD** memory card combined slot ("Memory Stick Duo" [Details], SD memory card [Details])
   "Memory Stick Duo" and an SD memory card cannot be inserted into the slot simultaneously.

5. USB port [Details]

6. ⚡ USB port [Details]
   This USB port supports USB charging. [Details]

7. 🎧 Headphones jack [Details]

8. 🎤 Microphone jack [Details]

Related Topic

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Parts and Controls on the Back

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About the ASSIST Button

Press the **ASSIST** button to perform regular maintenance of your VAIO computer or to solve problems you might encounter when using the computer.
While the computer is on, the **ASSIST** button starts **VAIO Care**.
While the computer is off, the **ASSIST** button starts **VAIO Care Rescue Mode**.
VAIO Care (Rescue Mode) : Recover or maintain your system can be used to recover the computer in case of emergency, for example, when Windows does not start.

Note

- If the **VAIO Care Rescue Mode** screen is displayed and five minutes pass without any operation, your VAIO computer automatically turns off.

Related Topic

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
Recovering from the Recovery Area
Backing Up Your Data when You cannot Start Windows
Restoring Your Data with VAIO Data Restore Tool

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Adding and Removing Memory Modules

If you want to increase your computer's speed or improve performance when running programs simultaneously, increase the amount of memory by installing optional memory modules.

Before you upgrade your computer's memory, see **Notes on Adding and Removing Memory Modules**.[Details]

If you install memory modules into two or more slots, the dual-channel mode is enabled to help improve performance.

The type of module and the amount of memory installed on your computer may differ depending on the model.

1. Turn off your VAIO computer and peripheral devices, disconnect the power cord and all connection cables, and remove the battery pack. [Details]

2. Wait for a while until your VAIO computer cools down.
   The inner parts of your VAIO computer may be hot just after turning off. Be careful to avoid burns while handling your VAIO computer in this state.

3. Lay a clean cloth on a level, flat surface, place your VAIO computer on it as illustrated below. Remove the back panel, then remove the screws with a cross slot screwdriver to open the memory module compartment cover.
   The screw locations are indicated by the arrows in the illustration below.
   On some models, captive screws are used on the memory module compartment cover and cannot be detached from the cover.
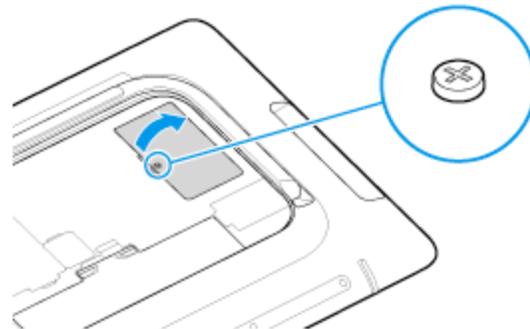
4. Touch an external metal object to discharge static electricity.
   Do not touch any metal parts inside your VAIO computer.

5. If there is no free slot, remove the currently installed memory module. Pull the latches in the direction of the arrows to pop up the module at an angle (1), then pull the module out in the direction of the arrow (2).
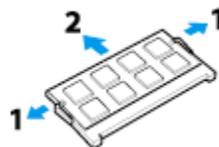
6. Remove the new memory module from its antistatic bag.

7. Hold the memory module by its edge and slide it into the memory module slot with its end terminal facing downward while aligning the notch on the module with the small

projection in the slot.

8. Hold the memory module by its edge and push in until it clicks into place as shown in the illustration.
The latches on both sides of the slot snap into place to secure the module. Do not touch any ICs (black components) on the memory module.

9. Replace the memory module compartment cover and secure it with the screws you removed in step 3. Re-attach the back panel of your VAIO computer.

10. Install the battery pack and connect all connection cables and peripherals that you removed in Step 1, and turn on the computer.

11. Check that the amount of system memory has correctly changed. [Details]
If the amount of indicated system memory is correct, memory module installation was successful.

Related Topic

Notes on Adding and Removing Memory Modules

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Booting Your VAIO Computer from External Devices

You can boot your VAIO computer from external devices, such as an optical disc drive, a USB floppy disk drive, or a USB flash drive by using the BIOS function.

1. Connect an external device to your VAIO computer.

2. Press the **ASSIST** button while your VAIO computer is off.
   The **VAIO Care Rescue Mode** screen appears.

3. Select **Start from media (USB device/optical disc)**.
   The booting process from the external device starts.

Note

- Disconnect all devices from your VAIO computer except for the external device from which you intend to boot up. Some devices cannot be used to boot the computer, or cannot be used with the computer.
- If an AC adapter is supplied with the external device, be sure to connect it to an AC power source in advance.

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Checking Supplied Items

Check all items packed with the product before use.

Wireless keyboard

Wireless mouse

AA batteries

- Alkaline batteries for the keyboard and mouse (2)

AC adapter

Power cord

Battery pack

Hint

- No Recovery Media is included because your VAIO computer can be recovered using data stored in the hard disk drive or SSD. See **Recovering from the Recovery Area** for more information. [Details]

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Customizing Your VAIO Computer

VAIO Control Center allows you to access system information and to change settings of various kinds of functions such as display and sounds.

1. Start **VAIO Control Center**. [Details]

2. Select your desired item and change the settings.

Hint

- Some of the items will not be visible if you sign in as a user without administrative rights.

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Keeping Your VAIO Computer in Optimum Condition (VAIO Care)

With **VAIO Care**, you can perform the following operations to keep your VAIO computer running at an optimum level.

- Conduct regular performance checks and tune-ups.
- Find support information (the support website URL, the contact information phone number, etc.).
- Start **VAIO Care** just by pressing the **ASSIST** button and search for appropriate measures if you have any problem.

1. Press the **ASSIST** button while your VAIO computer is on.
   VAIO Care starts.
   Refer to the help file included with **VAIO Care** for more information.

Hint

- Pressing the **ASSIST** button while your VAIO computer is off starts **VAIO Care Rescue Mode**. **VAIO Care Rescue Mode** can be used to recover the computer in case of emergency, for example, if Windows does not start.
- Alternatively, open the charms [Details], select the 🔍 **Search** charm and **Apps**, and enter "VAIO Care (Desktop)" in the **Search** box to start **VAIO Care**.

Related Topic

Recovering from the Recovery Area
Backing Up Your Data when You cannot Start Windows
Restoring Your Data with VAIO Data Restore Tool

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Notes on Adding and Removing Memory Modules

Before adding or removing memory modules, read the following precautions thoroughly.

- Your VAIO computer and memory modules use high precision components and electronic connector technology. To avoid invalidation of the warranty during your product warranty period, we recommend that:
  - You should contact your dealer to install a new memory module.
  - You should not install a memory module by yourself, if you are not familiar with upgrading memory on a computer.
  - You should not touch the connectors or open the memory module compartment cover.
- For assistance, contact an authorized Sony service/support center. To find the nearest center or agent, refer to online support website.[Details]
- If you add or remove memory modules by yourself, your VAIO computer may result in malfunction or accident caused by breakage of slot and module, or connection mistake. In this case, repair fee will be charged.
- Be careful not to injure your hands or fingers with sharp edges of the memory module, inner components, or circuit boards of your VAIO computer.
- Be careful not to catch your fingers on any inner cables of your VAIO computer, as the cable may become loose or disconnected.
- If your VAIO computer is turned on while liquid such as water or other foreign object remains inside, it may cause a fire. Be sure to remove any foreign objects and attach the memory module compartment cover before turning on your VAIO computer.
- Sony does not guarantee that third party memory modules will work in your VAIO computer. For information on third party memory modules, consult the respective sales dealers.
- Be sure to turn off your VAIO computer and peripherals and disconnect all attachments and connection cables before adding or removing memory modules. Failure to do so may cause damage to the memory module, your VAIO computer, or peripheral devices.
- To prevent damage from electrostatic discharge to memory modules, follow the instructions below:
  - Do not work at a place that produces static electricity easily, such as on a carpet.
  - Before adding or removing memory modules, touch an external metal object from your VAIO computer to eliminate static electricity. Do not touch any metal parts inside the computer.
  - Do not open the memory module package before you are ready to install the module. The package protects the module from ESD (electrostatic discharge). To store the module, cover it with an antistatic bag or a sheet of aluminum foil.
- When holding a memory module, do not touch the chips or electrical terminal of the module.
- Do not insert a memory module into the slot facing in wrong direction. It may cause damage to the module or slot, or cause the circuit board to catch fire.
- Use a screwdriver that matches the size of the screw (such as a miniature screwdriver).
- Do not remove or loosen screws that are not specified to be removed.

Related Topic

Adding and Removing Memory Modules
Viewing the System Information

› Troubleshooting

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Setting Up an Appropriate Work Environment

This topic describes where to or not to place your VAIO computer and ergonomic instructions.

Where to place your VAIO computer

When placing your VAIO computer, ensure that:
- You have easy access to a power source and necessary ports.
- You leave enough space around the computer.
- The computer is placed on a flat surface that is wide enough and you can face the computer screen as you operate it.
- You can place the computer in front of you where you can sit upright and keep your forearms parallel to the floor.

Where not to place your VAIO computer

Placing your VAIO computer in an inappropriate location may cause damage or a malfunction. Do not place the computer in a location subject to:
- Direct sunlight
- Magnetic items or sources
- Heat sources, such as residential heating equipment
- Excessive dust
- High humidity
- Poor ventilation

Note
- The area around the air exhaust vent may become extremely hot while your VAIO computer is on. Be careful before touching the area.
- Do not place any object near the air exhaust vent that may block the vent.

Hint
- Your VAIO computer uses high-frequency radio signals and may cause interference to radio or TV reception. If this occurs, move the computer a suitable distance away from the radio or TV.

Ergonomic considerations

Whenever possible, you should attempt to take account of the following ergonomic considerations.

Furniture and posture

Sit in a chair with good back support. Adjust the level of the chair so your feet are flat on the floor. A footrest may make you more comfortable.
Sit in a relaxed, upright posture and avoid slouching forward or leaning far backwards.

Viewing angle of the computer screen

Use the screen tilting feature to find the best position. Make sure the computer screen is at or slightly below eye level when you are sitting in front of your VAIO computer. Adjust the

brightness level of the display as well.

You can reduce eye strain and muscle fatigue by adjusting the tilt and brightness level of the computer screen to the proper position.

Lighting

Choose a location where windows and lights do not cause glare and reflection on the computer screen. Use indirect lighting to avoid bright spots on the computer screen. Proper lighting adds to your comfort and work efficiency.

Note

- While adjusting the viewing angle, do not exert excessive pressure on your VAIO computer to eliminate a risk of mechanical damage.

Hint

- The same considerations apply when you use an external display.

Notes on handling your VAIO computer

Observe the following to avoid malfunctions and damage to your VAIO computer.

- Place your VAIO computer gently on a flat surface to avoid a mechanical shock.

- Do not grasp the foot stand to move your VAIO computer as it may cause damage to the computer.
- Be careful not to exert pressure on the LCD screen when moving your VAIO computer.
- Be careful not to scratch the LCD screen with your clothing or waist belt buckle when moving your VAIO computer.
- Be sure to grasp both sides of your VAIO computer when moving the computer, and lay the computer with the LCD screen up.
  If not, you may lose your balance and fall down.
- Be sure to turn off your VAIO computer before moving the computer. Moving the computer that is turned on may cause a hard disk malfunction. Be sure to disconnect all cables connected to the computer before moving it.
- Do not drop or hit your VAIO computer. Even a slight shock or vibration may cause a hard disk malfunction.
- Do not place your VAIO computer in an unstable position.

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Setting the Stand

When the stand is closed, open it.

1. Face down your VAIO computer on the flat surface and open the stand as in the illustration.
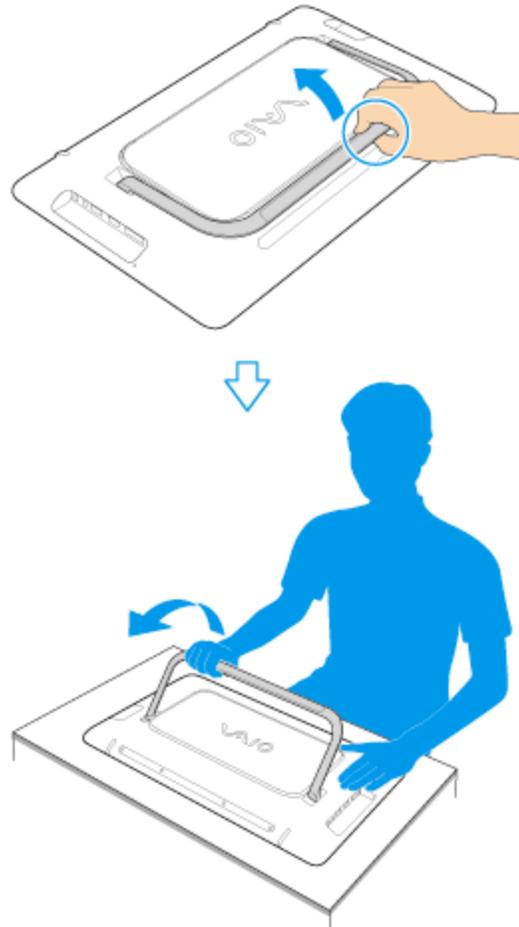
Note

- Slide your fingers between the computer and the stand, then open the stand.
- Make sure there is no cable, etc., between the back of the screen and the stand when it is closed.
- Do not use your VAIO computer in an unstable position, such as placed on its side.
- The stand can be opened easily; however, when closing the stand, additional pressure is required. When closing the stand, see **Adjusting the Angle of the Screen**. [Details]

Related Topic

Adjusting the Angle of the Screen

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Updating Your VAIO Computer

Be sure to update your VAIO computer with the following apps to enhance the computer's efficiency, security, and functionality.

Note
- Your VAIO computer must be connected to the Internet to download the updates.

Windows Update

Windows Update enables you to make your VAIO computer more stable.

1. Open the charms [Details] and select the 🔍 **Search** charm.

2. Select **Settings** and enter "Windows" in the **Search** box.

3. Select **Windows Update** from the list and follow the on-screen instructions to complete the updates.

VAIO Update

VAIO Update automatically notifies you of new updates available on the Internet, and downloads and installs them on your VAIO computer.

1. Start **VAIO Update** [Details] and follow the on-screen instructions.

Related Topic

Using VAIO Update

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Using VAIO Update

VAIO Update provides a service that informs you of available update information, such as important notices or update programs, to keep your VAIO computer up to date.
Through the Internet, **VAIO Update** automatically detects the update programs that are necessary for enhancing your computer's performance or new software that is available, and let you download and install with simple steps.

1. Start **VAIO Update** [Details] and follow the on-screen instructions.

Hint

- You can also start **VAIO Update** from **VAIO Care (Desktop)**.

Related Topic

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)

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Viewing the System Information

You can view the system information of your VAIO computer.
For example, after installing a memory module, you can view the information to confirm system memory changes.

1. Start **VAIO Care (Desktop)**. [Details]

2. Select **About Your VAIO** and **System information**.
   The system information of your VAIO computer is displayed.

Related Topic

Notes on Adding and Removing Memory Modules
Adding and Removing Memory Modules
Keeping Your VAIO Computer in Optimum Condition (VAIO Care)

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Parts and Controls of the Mouse

Describes the features of the mouse, such as buttons.

Top
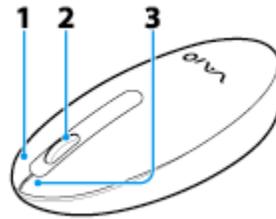
1. Right button
2. Central wheel
3. Left button

Bottom
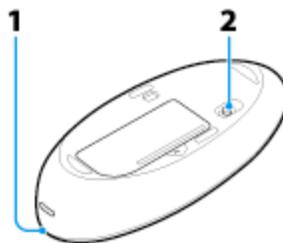
1. Status light [Details]
2. Power switch of the mouse

Related Topic

Replacing the AA Battery of the Mouse
Checking the Remaining Battery Power of the Mouse
About the Usage Environment for the Mouse
Connecting the Wireless Mouse

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About the Usage Environment for the Mouse

This section explains how to use the wireless mouse.
You can use the wireless mouse up to 33 ft. / 10 m away from your VAIO computer.
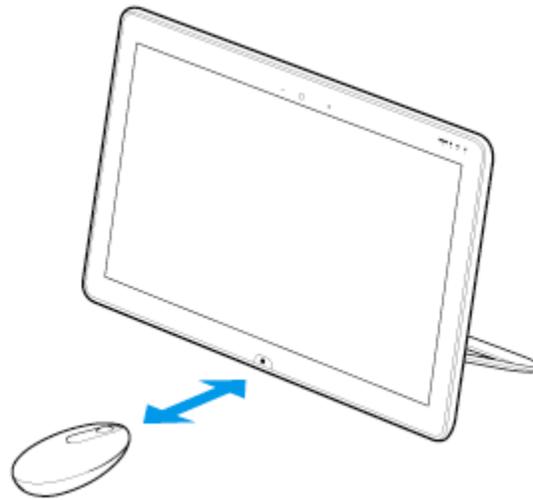
Note

- The wireless mouse supplied with your VAIO computer uses a laser sensor. Mouse operation may become unstable depending on the usage environment.
- Depending on the usage environment, the communication range between the wireless mouse and your VAIO computer may be less than 33 ft. / 10 m.
- If you use the wireless mouse too close to your VAIO computer (within 4 inches / 10 cm), wireless communication may be affected and mouse operation may become unstable. We recommend that you use the wireless mouse at least 6 inches / 15 cm away from metal objects and your VAIO computer.

Related Topic

Connecting the Wireless Mouse

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Checking the Remaining Battery Power of the Mouse

The remaining battery power of the mouse can be checked by the status light.

1. Check the status light of the mouse.

The status light flashes orange when the remaining power of the AA battery is low. The status light is only a guide and may not show the remaining battery power accurately, depending on the AA battery.

Hint
- If you do not intend to use the mouse for a long time, set the power switch to **OFF** to extend battery life.

Related Topic

Parts and Controls of the Mouse
Replacing the AA Battery of the Mouse

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Connecting the Wireless Mouse

If you cannot use the wireless mouse supplied with your VAIO computer, it is likely that wireless connection setup is required between the wireless mouse and the computer.

1. Check that an AA battery is inserted in the wireless mouse you want to connect, and then slide the mouse's power switch to **OFF**.

2. While pressing and holding the central wheel of the mouse, slide the mouse's power switch to **ON**.
   The status light turns on.
   Hint
   - Keep the central wheel pressed.

3. Turn on your VAIO computer. [Details] While the VAIO logo is displayed, press and hold the central wheel of the mouse and put the mouse immediately in front of your computer's screen.
   The status light turns off and the connection is then established.

Note
- The connection procedure is not usually required to use the wireless mouse with your VAIO computer.
- Do not perform the connection procedure if you can use the wireless mouse normally. Doing so may cause computer malfunction.

Related Topic

About the Usage Environment for the Mouse

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Replacing the AA Battery of the Mouse

Change the AA battery in the mouse when the battery power becomes low.

1. Set the power switch of the mouse to **OFF**.
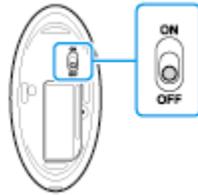
2. Turn the mouse upside down. Hold the center of the cover and slide the battery cover in the direction of the arrow.

3. Remove the old battery and insert a new AA alkaline battery (minus (-) end first), then close the cover.
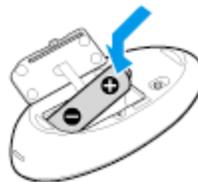
4. Set the power switch of the mouse to **ON**.
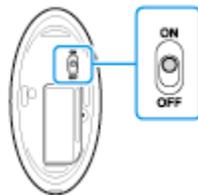
Note

- Use a new AA alkaline replacement battery.
- If you do not intend to use the mouse for a while, set the power switch of the mouse to **OFF**. If you do not intend to use the mouse for an extended period of time, remove its AA battery.
- When the battery power becomes low, replace with the battery promptly. Keeping a depleted battery in the mouse may cause battery leakage.
- Since the mouse cannot be used with a commercially available rechargeable battery, use a non-rechargeable AA battery. If you use a rechargeable battery, battery leakage may occur, resulting in a malfunction.

- Do not recharge a dry cell AA battery.
- Refer to the supplied safety information manual.

Related Topic

Parts and Controls of the Mouse

Checking the Remaining Battery Power of the Mouse

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Checking the Battery Charge Capacity

The battery pack is consumable. The capacity gradually declines through repeated cycles of recharging and discharging. As a result, the battery life becomes short even if it is fully charged and eventually the battery pack reaches the end of its life.
If the battery life has become short, replace the battery pack with a new one specified by Sony. Refer to the help file for more information on battery charge status and capacity decrease.

1. Start **VAIO Control Center** [Details] and select **Power and Battery**.

2. Select **Details** in **Battery**.
   Detailed battery pack information, such as charging capacity, is displayed.

Hint
- Enable the battery care function to maximize the battery lifespan. With this function, you can reduce battery degradation by limiting the maximum charging capacity.

Related Topic

Extending the Battery Life
Notes on Using the Battery Pack
Charging the Battery Pack

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Extending the Battery Life

When your VAIO computer is running on battery power, you can extend the battery life using the following methods.

- Use Sleep mode. [Details]
  When you do not need to use your VAIO computer temporarily, you can use Sleep mode. To extend the battery life, use Sleep mode frequently. If you do not intend to use the computer for an extended period of time, turn off the computer.
  Resuming the computer from Sleep mode is faster than from booting up the computer.
- Decrease the LCD brightness of the computer screen. [Details]
- Turn down the volume of the speakers and headphones. [Details]
- Disconnect peripheral devices that are not in use.

Related Topic

Checking the Battery Charge Capacity
Charging the Battery Pack
Notes on Using the Battery Pack
Using Sleep Mode

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Notes on Using the Battery Pack

Before using the battery pack, read the following precautions for correct use.

About the battery pack

- The supplied battery pack is designed specifically for your VAIO computer.
- For your safety, only use the supplied battery pack or an optional battery pack that is specified by Sony.
- For safety reasons, battery charging may be suspended at higher or lower temperatures.
- While your VAIO computer is connected to an AC outlet with the AC adapter, it runs on AC power, even if the battery pack is installed.
- The battery pack is not fully charged at the time of delivery.
- While the battery pack is in use or being charged, heat builds up in the battery pack. This is normal and is not cause for concern.
- Do not use your VAIO computer without installing the battery pack as it may cause the computer to malfunction.

About battery discharge

After battery charge, the battery pack will gradually discharge over time even while not in use. If it is left unused for an extended period of time, the battery power may be depleted. It is recommended that you recharge the battery pack before use.

About battery life

Battery life varies depending on usage and settings.

About battery deterioration and replacement

- The battery pack is consumable. The capacity gradually declines through repeated cycles of recharging and discharging. As a result, the battery life becomes short even if it is fully charged and eventually the battery pack reaches the end of its life.
- If the battery pack quickly runs out of power after being fully charged or it has reached the end of its life, replace it with a new one.

When the battery pack is running out of power

If the battery pack runs out during your absence, power will be cut off and any data you are working on will be lost.
While your VAIO computer is running on battery power, save data frequently.

Related Topic

Notes on Using the Power Source

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Changing the Sound Output Device

If there is no sound coming from an external device connected to your VAIO computer, you need to change the device for sound output.

1. Open **Control Panel** [Details] and select **Hardware and Sound**.

2. Select **Sound**.

3. Select the **Playback** tab.

4. Ensure there is a check mark next to the icon of the device you intend to output computer sound from.
   If there is no check mark next to the icon, select it and **Set Default**.

5. Select **OK**.

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Connecting External Speakers or Headphones

You can connect external sound output devices (such as speakers or headphones) to your VAIO computer.

1. Connect external speakers to the headphones jack ⌒ [Details] with a speaker cable (not supplied).
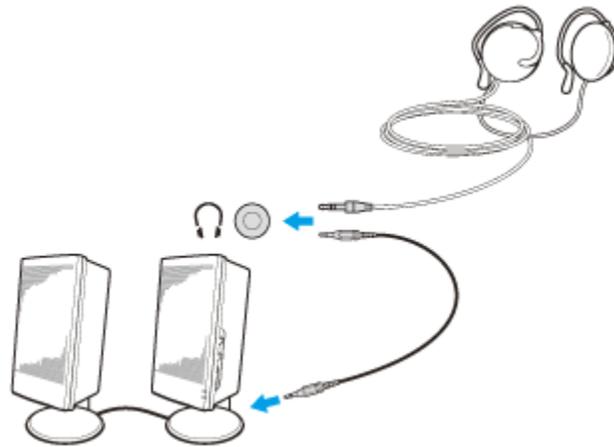
Note
- Turn down the volume of the speakers before turning them on.

Hint
- Refer to the manual that came with your speakers or headphones.

Related Topic

Adjusting the Speakers Volume

Connecting an External Microphone<Microphone jack equipped models>

Changing the Sound Output Device

Adjusting the Volume in Windows

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Connecting an External Microphone <Microphone jack equipped models>

You can connect an external microphone to your VAIO computer and enjoy voice chat, etc.

1. Plug the microphone cable into the microphone jack ✎ [Details].

Note

- If you connect or disconnect the microphone to/from your VAIO computer while running a voice recording app, voice recording may fail or the app may exit.
  Connect the microphone and select it as the sound recording device for Windows before starting the app.

Hint

- Use a plug-in-power microphone.
- Refer to the manual that came with your microphone.
- If microphone feedback occurs, move the microphone away from your speakers.

Related Topic

Adjusting the Microphone Volume

Connecting External Speakers or Headphones

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Adjusting the Microphone Volume

You can adjust the volume level of the microphone.

1. Open **Control Panel** [Details] and select **Hardware and Sound**.

2. Select **Sound**.

3. Select the **Recording** tab.

4. Double-click the microphone icon.

5. Select the **Levels** tab in the **Microphone Properties** window.

6. Move the slider under **Microphone** right and left to your desired volume level.
   If the microphone volume is still not loud enough even at the maximum volume level, move the slider under **Microphone Boost** right and left to adjust the volume level.

7. Select **OK**.

Related Topic

Connecting an External Microphone<Microphone jack equipped models>
Adjusting the Speakers Volume
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Adjusting the Speakers Volume

You can change the volume level of the speakers and headphones.

To adjust the volume using the volume control buttons on the keyboard

1. Press one of the volume control buttons on the keyboard.
   Press the **+** button to turn up the volume. Press the **-** button to turn it down.

Hint
- You can also press the VOL (Volume) buttons on your VAIO computer to adjust the volume. [Details]
- You can press one of the volume control buttons to turn on the volume when the volume is turned off.

To use the muting button on the keyboard

1. Press the muting button on the keyboard.
   The volume of the speakers and headphones is turned off.
   Press the button again to turn on the volume.

Related Topic

Adjusting the Volume in Windows
Adjusting the Microphone Volume
Connecting External Speakers or Headphones

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Adjusting the Volume in Windows

You can adjust the volume on each device and app from **Control Panel**.

1. Open **Control Panel** [Details] and select **Hardware and Sound**.

2. Select **Adjust system volume** under **Sound**.

3. Move the slider under **Device** or **Applications** up and down to your desired volume level.
   When the volume is turned off ( ), select (Deactivate muting) to turn on the volume ( ). When the volume is low, turn the volume up with the slider.

Related Topic

Adjusting the Speakers Volume
Adjusting the Microphone Volume
Connecting External Speakers or Headphones

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Playing Optimized Sound for Your VAIO Computer Using the ClearAudio+ Mode

The ClearAudio+ mode enables sound settings to play sound Sony recommends.
Use the ClearAudio+ mode to play sound optimized for your VAIO computer when listening to music.

1. Start **VAIO Control Center** [Details] and select **Sound Quality**.

2. Select **ClearAudio+** in **Sound Effects**.

Note

- Simultaneous use of the ClearAudio+ mode and Dolby Home Theater v4 or S-FORCE Front Surround 3D is not possible.

Related Topic

Adjusting the Speakers Volume
Adjusting the Volume in Windows
Playing Surround Sound Using S-FORCE Front Surround 3D

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Playing Surround Sound Using S-FORCE Front Surround 3D

S-FORCE Front Surround 3D is a virtual surround technology that allows you to enjoy powerful and realistic surround sound using the built-in speakers. Its effect is especially noticeable when you are watching movies.

1. Start **VAIO Control Center** [Details] and select **Sound Quality**.

2. Select **S-FORCE Front Surround 3D** in **Sound Effects**.

Note
- S-FORCE Front Surround 3D works only on sound output from the built-in speakers.
- Simultaneous use of S-FORCE Front Surround 3D and Dolby Home Theater v4 or the ClearAudio+ mode is not possible.

Hint
- To achieve the maximum effect of S-FORCE Front Surround 3D, place your VAIO computer directly across from your listening position and stay within the optimum distance: approximately 3.3 feet (1 m) from the computer.

Related Topic

Adjusting the Speakers Volume
Adjusting the Volume in Windows
Playing Optimized Sound for Your VAIO Computer Using the ClearAudio+ Mode

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Charging a USB Device

You can charge a USB device even while your VAIO computer is off, in Hibernate mode, or Sleep mode by enabling the USB charging settings.
Change the settings while the USB device is disconnected from the USB port that supports USB charging.

1. Start **VAIO Control Center** [Details] and select **Hardware**.

2. Enable the **USB Charging** setting.

3. Connect a USB device to the USB port with the ⚡ mark printed around it.
   If charging does not start even when you connect a USB device to the USB port that supports USB charging, disconnect and connect the device.

Note
- With the USB charging settings enabled, power consumption when your VAIO computer is off or in Hibernate mode or Sleep mode increases because the computer supplies power to the USB port even when a USB device is not connected to the port.
- When the USB charging settings are enabled, you cannot use the remote wake-up function on the USB device connected to the USB port that supports USB charging.

Hint
- The USB charging settings are disabled by default.

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Connecting a USB Device

You can connect a Universal Serial Bus (USB) device such as a mouse, floppy disk drive, speaker or printer to your VAIO computer.
Installation of the device driver supplied with the USB device may be required when connecting.
Refer to the manual that came with the device for more information.

1. Choose the USB port (1) you prefer to use.

2. Plug the USB device cable (2) (not supplied) into the USB port.
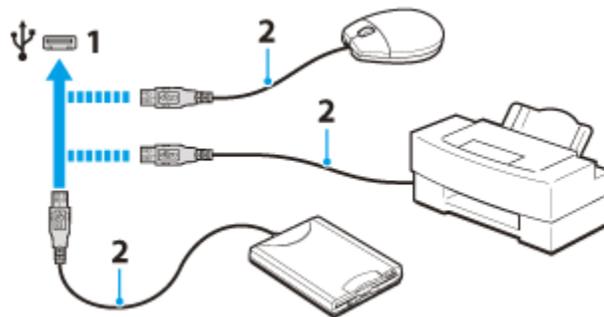
Note

- You may need to install the driver supplied with your USB device before use. Refer to the manual that came with the USB device for more information.
- In order to print documents, be sure the USB printer is compatible with your version of Windows.
- Before disconnecting USB speakers from your VAIO computer, stop DVD or music playback or turn off the computer. If you disconnect the USB speakers during playback, it may cause a malfunction.
  For information on how to remove a USB device, refer to the manual that came with the device.
- To protect your VAIO computer and/or USB devices from damage, observe the following:
  - When moving your VAIO computer with USB devices connected, avoid exposing the USB ports to shock or impact.
  - Do not put your VAIO computer in a bag or carrying case with USB devices connected.

Hint

- The USB ports on your VAIO computer are compliant with the USB 2.0 standard and USB 3.0 standard.
  USB ports that are compliant with the USB 3.0 standard are identifiable by their blue color.
- In addition to the USB 2.0 standard transfer modes, the USB 3.0 standard specifies the following transfer mode:
  - SuperSpeed: Transfer rate of 5 Gbps.

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About BLUETOOTH(R) Security

The BLUETOOTH wireless technology has an authentication function, which allows you to control communication with other devices.
The authentication function helps you prevent unwanted anonymous BLUETOOTH devices from accessing your VAIO computer. The first time two BLUETOOTH devices communicate, a common passcode (a password required for authentication) should be identified to register both devices. Once a device is registered, there is no need to re-enter the passcode.
For details, open **Windows Help and Support** [Details], and enter "BLUETOOTH" in the search box.

Related Topic

About the BLUETOOTH(R) Function
Communicating with Another BLUETOOTH(R) Device such as a Mouse
Stopping BLUETOOTH(R) Communications
Notes on Using the BLUETOOTH(R) Function

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About the BLUETOOTH(R) Function

You can establish wireless communications between your VAIO computer and other BLUETOOTH devices, such as another computer, a smartphone, a mobile phone, a headset, or a mouse.
You can transfer data between these devices without cables at a range of up to 33 feet / 10 meters in an open area.

One BLUETOOTH device can connect with up to seven devices via wireless network to exchange data.
When a device requires connection to another device, it sends out an inquiry to neighboring BLUETOOTH devices. If any device responds to the inquiry, the two devices can connect with each other.

Related Topic

Communicating with Another BLUETOOTH(R) Device such as a Mouse
Stopping BLUETOOTH(R) Communications
Notes on Using the BLUETOOTH(R) Function
About BLUETOOTH(R) Security

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Communicating with Another BLUETOOTH(R) Device such as a Mouse

You can connect BLUETOOTH devices to your VAIO computer.
For details on BLUETOOTH communication, see **About the BLUETOOTH Function**.
[Details]

1. Open the charms [Details] and select the **Settings** charm.

2. Select **Change PC settings** in the lower right corner.

3. Select **Wireless** in the left pane of the **PC settings** screen.

4. Change **Airplane mode** to **Off** and the **Bluetooth** setting to **On**.
   Hint
   - If your VAIO computer is compliant with BLUETOOTH high speed technology and you intend to use it for high-speed communications, change the **Wi-Fi** setting under **Wireless devices** to **On**, too.

5. Select **Devices** in the left pane of the **PC settings** screen.

6. When connecting a BLUETOOTH mouse, turn it on and press the button to connect the mouse.
   Hint
   - Refer to the manual that came with your BLUETOOTH device for the procedure to ready the device for connection.

7. Select **Add a device**.
   Your VAIO computer searches for devices and displays a device list. Follow the on-screen instructions to register your device.

Note
- Depending on the BLUETOOTH device, it may take some time for your VAIO computer to find the device. If your device does not appear in the list, repeat the procedure to ready the device for connection (for example, pressing the button for connection).
- Depending on the BLUETOOTH device, the procedure to establish connection may vary. Refer to the manual that came with the device for the procedure.

Hint
- For details on the operations, open **Windows Help and Support** [Details], and enter "BLUETOOTH" in the search box.
- A window appears for passcode input if a BLUETOOTH device is requesting authentication to establish connection. Follow the on-screen instructions to share the passcode between the BLUETOOTH device and your VAIO computer. If you do not wish to connect, select the **Cancel** button in the window.
  - A passcode is a secret number that is entered by a user to use for the authentication process to allow two BLUETOOTH devices to communicate with each other. Enter the same alphanumeric string (case-sensitive) for both devices to allow them to communicate with each other. You can change the passcode every time you perform authentication, providing you enter the same passcode for both devices during the authentication process. For details on the passcode of a BLUETOOTH device, refer to the manual that came with the device. If no BLUETOOTH passcode is entered for a certain time, the connection process will be terminated for security. In this case, try again.

Related Topic

About the BLUETOOTH(R) Function

Stopping BLUETOOTH(R) Communications

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Notes on Using the BLUETOOTH(R) Function

Before using the BLUETOOTH function, read the following precautions for correct use.

- In some countries or regions, using the BLUETOOTH function may be restricted by the local regulations.
- The BLUETOOTH function may not work with some devices, depending on the manufacturer or the app version employed by the manufacturer. Check the system requirements of the BLUETOOTH device before purchasing.
  For information on BLUETOOTH devices, visit the VAIO Support website.
  Some BLUETOOTH devices require authentication (pairing) before establishing connection with another device. Perform the authentication process before connecting to such devices.
- BLUETOOTH devices work on the 2.4 GHz band, which is used by a variety of devices. BLUETOOTH devices use the technology to minimize radio interference from other devices that use the same band; however, radio interference may still cause slower communication speeds, reduce communication range, or in some cases, cause communication failure.
- Communication speed and range may vary depending on the following conditions:
  - Distance between communication devices
  - Existence of obstacles between devices
  - Ambient environment that includes existence of walls and materials of such walls
  - Device configuration
  - Apps in use
  - Radio conditions
    Communications may be cut off depending on radio conditions.
- If your VAIO computer is compliant with BLUETOOTH high speed technology and you intend to use it for high-speed communications, enable both the wireless LAN and BLUETOOTH functions on the computer.
- Large files may occasionally be corrupted during continuous transfer due to limitations of the BLUETOOTH standard and electromagnetic interference in the environment.
- Connecting multiple BLUETOOTH devices to your VAIO computer may cause channel congestion, resulting in poor device performance. This is normal with BLUETOOTH technology and does not indicate a malfunction.
- Video and audio may not be synchronized if you play videos on your VAIO computer with audio output from a connected BLUETOOTH device. This is a frequent occurrence with BLUETOOTH technology and does not indicate a malfunction.
- All BLUETOOTH devices must be certified through the procedure stipulated by Bluetooth SIG to ensure that they are compliant with the BLUETOOTH standard. Even if the BLUETOOTH devices are compliant with the BLUETOOTH standard, individual device performance, specifications, and operation procedures may vary. Data exchange may not be possible in all situations.
- Not all BLUETOOTH devices are guaranteed of compatibility with your VAIO computer.
- If you urgently need to disable the BLUETOOTH function, turn off your VAIO computer.

Related Topic

About the BLUETOOTH(R) Function
Communicating with Another BLUETOOTH(R) Device such as a Mouse
Stopping BLUETOOTH(R) Communications

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Stopping BLUETOOTH(R) Communications

You can stop BLUETOOTH communications by following these steps.

1. Open the charms [Details] and select the ⚙ **Settings** charm.

2. Select **Change PC settings** in the lower right corner.

3. Select **Wireless** in the left pane of the **PC settings** screen.

4. Change the **Bluetooth** setting under **Wireless devices** to **Off**.

Hint

- When **Airplane mode** is **Off**, the **WIRELESS** indicator light on your VAIO computer stays on.

Related Topic

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Connecting an External Drive

Connect an external disc drive or hard disk drive to a USB port on your VAIO computer.

1. Plug the power cord of your external drive into an AC outlet (1).

2. Plug one end of a USB cable (3) (not supplied) into the USB port (2), and the other end to the external drive. [Details]
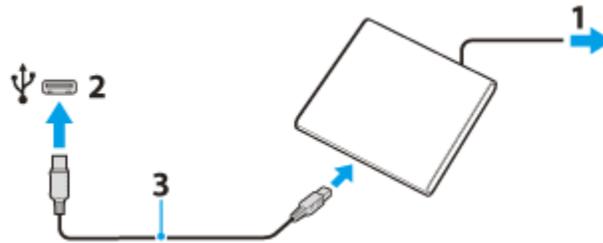
Note

- Be sure to connect an external drive to a power source with an AC adapter (if supplied).

Hint

- You may need to install a driver depending on the external drive you use.
  In addition, procedures to connect and use an external drive vary depending on the drive you use. Refer to the manual that came with your external drive for more information.

Related Topic

Connecting a USB Device

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Creating/Changing/Removing Your Windows Password

Setting a Windows password allows you to protect your VAIO computer from unauthorized access by requiring password entry when the computer is turned on or returns from power saving mode to Normal mode.
Refer to **Windows Help and Support** for more information on the Windows password. [Details]

1. Open the charms [Details] and select the **Settings** charm.

2. Select **Change PC settings** in the lower right corner.

3. Select **Users** in the left pane of the **PC settings** screen.

4. Select **Create a password** or **Change your password**.

5. Follow the on-screen instructions to enter your password.

Note
- Do not forget your password. Write down the password and keep it in a secure place.

Hint
- You can enter a hint in order to recall your password if you forget it. You can also create a password reset disc that can be used to create a new password. Refer to **Windows Help and Support** for more information on the Windows password. [Details]

Related Topic

Setting/Changing the Power-on Password

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Removing the Power-on Password

If power-on password input for booting up your VAIO computer is no longer necessary, follow these steps to remove the machine password and user password.

1. Press the **ASSIST** button while your VAIO computer is off.
   The **VAIO Care Rescue Mode** screen appears.

2. Select **Start BIOS setup**.
   Enter a password if it has already been set.
   The BIOS setup screen appears.

3. Press the ← or → key to select the **Security** tab, select **Set Machine Password** or **Set User Password**, and then press the **Enter** key.
   The password entry screen appears.

4. Leave the **Enter New Password** and **Confirm New Password** fields blank and press the **Enter** key.

5. Press the ← or → key to select the **Exit** tab, select **Exit Setup**, and then press the **Enter** key.
   At the confirmation prompt, press the **Enter** key.

Related Topic

Setting/Changing the Power-on Password

What should I do if I forget the power-on password to start my VAIO computer?

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Setting/Changing the Power-on Password

You can set a password (power-on password) for booting up your VAIO computer, using the BIOS function. Entry of the power-on password will be prompted after the VAIO logo appears to start the computer.
There are two types of passwords. Set the machine password first.

- Machine password (for administrators):
  Allows users with administrative rights to change all the setup options in the BIOS setup screen, as well as to start your VAIO computer.
- User password (for users without administrative rights):
  Allows standard users to change some of the BIOS setup options, as well as to start your VAIO computer. To set the user password, you must first set the machine password.

1. Press the **ASSIST** button while your VAIO computer is off.
   The **VAIO Care Rescue Mode** screen appears.

2. Select **Start BIOS setup**.
   Enter a password if it has already been set.
   The BIOS setup screen appears.

3. Press the ← or → key to select the **Security** tab, select **Set Machine Password** or **Set User Password**, and then press the **Enter** key.
   The password entry screen appears.

4. Enter the password and press the **Enter** key.
   To change the password, enter the current password and a new password. The password can be set up to 32 alphanumeric characters long (including spaces) and it is case-sensitive.

5. Press the ↑ or ↓ key to select **Password when Power On**, press the **Enter** key, and select **Enabled**.

6. Press the ← or → key to select the **Exit** tab, select **Exit Setup**, and then press the **Enter** key.

7. At the confirmation prompt, press the **Enter** key.

Note
- Be sure to write down the password to avoid forgetting it.
- If you forget the password, you cannot boot up your VAIO computer.
- You can reset the user password at the BIOS setup screen by entering the machine password.
- If you forget the machine password, the password must be reset by authorized Sony service/support center. (The reset fee will be charged.)

Related Topic

Removing the Power-on Password
Creating/Changing/Removing Your Windows Password
What should I do if I forget the power-on password to start my VAIO computer?

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Solving Common Problems with Your VAIO Computer

If you have any problem operating your VAIO computer, try these suggestions before contacting an authorized Sony service/support center or your local Sony dealer directly.

1. See other sections in this on-screen manual.

2. Start **VAIO Care (Desktop)** [Details] and perform necessary operations.

3. Visit the VAIO online support website and find necessary information.

Related Topic

Keeping Your VAIO Computer in Optimum Condition (VAIO Care)
Read This First
About Online Support Website

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Using the Built-in Camera
<Built-in camera equipped models>

You can make a video call through the Internet using the built-in camera and communication apps.

The built-in camera indicator light is on while the built-in camera is in use.

Hint

- The apps installed on your VAIO computer vary depending on the computer's configurations.
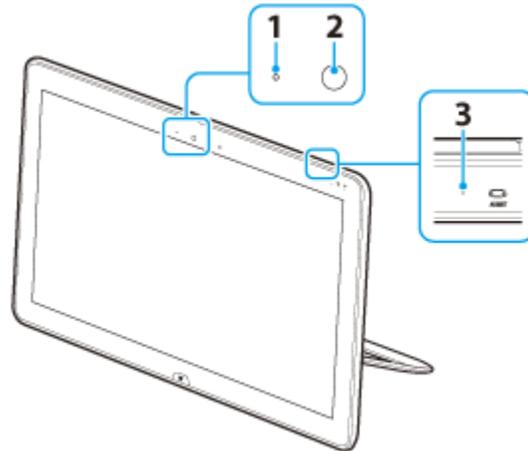
1. Built-in camera indicator

2. Built-in camera

3. Built-in microphone (monaural)

Related Topic

Notes on the Built-in Camera<Built-in camera equipped models>

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Notes on the Built-in Camera
\<Built-in camera equipped models>

- Do not scratch or soil the area on and around the built-in camera, as it may cause poor-quality images.
- Do not let direct sunlight enter the lens of the built-in camera regardless of your VAIO computer's power state, as it may cause the camera to malfunction.

Care and cleaning of the built-in camera

If the area on and around the built-in camera is soiled, gently wipe it with a soft cloth, such as a lens cleaning cloth. Do not rub the area too hard, as it can be easily scratched.

Related Topic

Using the Built-in Camera\<Built-in camera equipped models>

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About Recovery

Recovery is the process of restoring the built-in storage device back to its original factory condition. Refresh is the process of reinstalling the operating system with the main settings and personal data retained.
Refresh your VAIO computer first if the computer becomes unstable. If the problem persists, recover the computer.
There are two ways to recover the computer:

- From Recovery Media
- From the recovery area

When do I have to perform recovery or refresh?

- If your VAIO computer has become unstable
- If your VAIO computer has been infected with a computer virus
- If your VAIO computer is experiencing problems which cannot be solved through troubleshooting
- If you have formatted the C: drive by mistake

Which apps should I use to recover or refresh my VAIO computer or create Recovery Media?

Use the following apps.

VAIO Care

- Creating Recovery Media
- Checking your computer hardware

VAIO Care (Rescue Mode) : Recover or maintain your system

- Recovering your VAIO computer
- Rescuing (backing up) your data
- Erasing all the data on your built-in storage device

Windows Recovery Environment (Windows RE)

- Refresh

Hint

- Refer to the help file included with **VAIO Care** and **VAIO Care (Rescue Mode) : Recover or maintain your system** for more information.
- You can also recover your VAIO computer from Windows Recovery Environment (Windows RE).

What is a recovery area?

The recovery area on the built-in storage device contains data for system and app recovery. Typically, you cannot modify or delete data in this area, however, there are commercially available apps designed for this purpose.

Why do I have to create Recovery Media?

Recovery Media are used to restore your VAIO computer back to its original factory condition. If Windows does not start and you have deleted the recovery area, you will need the Recovery Media to perform recovery.
Create the Recovery Media immediately after the computer is ready for use.

Related Topic

Creating Recovery Media
Refreshing Your VAIO Computer
Recovering from the Recovery Area
Recovering from Recovery Media
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Checking the Volume of the Recovery Area

Your built-in storage device contains the recovery area where the data for the system recovery is stored.
To check the volume of the recovery area, follow these steps:

1. Open the charms [Details] and select the 🔍 **Search** charm.

2. Select **Apps** and enter "Computer" in the **Search** box.

3. Select **Computer**.

4. Select **Computer** on the menu bar and **Manage**.

5. Select **Disk Management** under **Storage** in the left pane.
   The volume of the recovery area and the total volume of the C: drive are displayed in the **Disk 0** row in the center pane.

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Creating Recovery Media

Follow the instructions below to create Recovery Media.

To create Recovery Media

Hint

- You can use DVDs, Blu-ray Disc, and a USB flash drive as Recovery Media. However, it is recommended that you use DVD-R media, since you may accidentally delete the data on the USB flash drive. You can also use BD-R/BD-R DL/DVD-R DL/DVD+R/DVD+R DL media; however, the types of media your VAIO computer supports and the number of discs you need vary depending on the model you purchased. You will be notified of such information during the creation process.
- USB ports that are compliant with the USB 3.0 standard do not support recovery with a USB flash drive that is compliant with the USB 3.0 standard. On models without the USB ports that are compliant with only the USB 2.0 standard, be sure to create Recovery Media using the USB flash drive that is not compliant with the USB 3.0 standard.

1. Connect your VAIO computer to the Internet and download and install the latest updates using **VAIO Update**.

2. On the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to your VAIO computer. [Details]
   If an AC adapter or a power cable is supplied, plug it into a power source.

3. Press the **ASSIST** button while your VAIO computer is on to start **VAIO Care (Desktop)**.
   If the **User Account Control** window appears, select **Yes**.
   The **VAIO Care** window appears.
   Hint
   - If you are signed in to your VAIO computer as a standard user, you may be prompted to enter an administrator name and a password.

4. Select **Advanced Tools**, **Restore and recovery**, and **Create Recovery Media**.

5. Read the on-screen instructions carefully and select **Next**.

6. Follow the on-screen instructions.

Note
- It may take some time to display the current status of the procedure.
- Do not eject or disconnect the media while creating Recovery Media, as doing so may result in a failure of the process.
- Keep Recovery Media in a secure place.

Notes on creating Recovery Media

- Recovery Media is specific to your VAIO computer on which it was created.
- Refreshing your VAIO computer with Recovery Media is not possible.
- Create Recovery Media immediately after your VAIO computer is ready for use. In the following cases, you may not be able to recover the computer from the recovery area and the Recovery Media will be necessary:

- You have modified the recovery area with apps designed for data modification.
  - You have installed an operating system different from the preinstalled operating system on the computer.
  - You have formatted your built-in storage device without using **VAIO Care (Rescue Mode) : Recover or maintain your system**.
- Do not touch or soil the surface of the discs. Fingerprints or dust on the surface may cause read/write errors.
- To create Recovery Media, you may need the free space on the C: drive more than double capacity of media you use. Depending on the model you purchased, you cannot create the Recovery Media at the time of delivery due to the shortage of the free space even if the optical disc drive supports Blu-ray disc or Double/Dual Layer DVD media.
- Refer to the help file included with **VAIO Care** beforehand when you use a USB flash drive as Recovery Media.

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Notes on Recovery

Read the following notes thoroughly before recovering your VAIO computer.

Important notes on recovery

- Recovering your VAIO computer will delete all the data on the built-in storage device and restore all the settings to the original factory settings. Make sure you have a backup copy of your valuable data.
  If you want to retain the main settings and personal data, refresh the computer. [Details]
- Disconnect all peripherals from your VAIO computer except the power cord, the AC adapter, or devices required for recovery before recovering the computer.
- Keep the power cord or the AC adapter connected to your VAIO computer during the recovery process.
- Do not stop the recovery process until the process is complete.
- If you have forgotten the password and cannot start the recovery process, contact an authorized Sony service/support center to reset it. A reset fee will be charged.

Notes on apps

- Recovering your VAIO computer can restore only the preinstalled apps. The app(s) that has been installed on your own or the data you have created since purchase cannot be restored. In addition, you cannot restore only Windows.
- Certain preinstalled apps include options that allow the apps to uninstall or install themselves. However, the apps may not work properly on your VAIO computer if such options are used.
- Installing apps to modify partition sizes may disable recovery or Recovery Media creation. To avoid this, create the Recovery Media immediately after your VAIO computer is ready for use. [Details]

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Recovering from Recovery Media

If the recovery area data has been corrupted or erased, you can use Recovery Media to recover your VAIO computer. However, recovering the computer using the Recovery Media will take longer than using the recovery area.
On the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer. [Details]
If an AC adapter or a power cable is supplied, plug it into a power source.

1. Insert Recovery Media (optical discs) into the optical disc drive or connect a USB flash drive to the USB port on your VAIO computer while the computer is in Normal mode.

2. Turn off your VAIO computer.

3. Press the **ASSIST** button to display the **VAIO Care Rescue Mode** screen and select **Start from media (USB device/optical disc)**.
   Follow the on-screen instructions until the **Choose an option** screen appears.

4. Select **Troubleshoot**, then **Recovery and maintenance**.
   Follow the on-screen instructions until the **VAIO Care (Rescue Mode) : Recover or maintain your system** screen appears.
   Hint
   - If the display language selection window appears, select your desired language, then **OK**.

5. Select **Start recovery wizard**.

6. Follow the on-screen instructions.

Hint
- To perform custom recovery, select **Tools** and **Start advanced recovery wizard**.
- If you cannot recover your VAIO computer using the USB flash drive, connect the drive to another USB port on the computer, and then try recovering the computer again.

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Recovering from the Recovery Area

You can recover your VAIO computer from the recovery area on the built-in storage device. This recovery method is faster than using Recovery Media.
See **Notes on Recovery** [Details] before recovering the computer.

1. Press the **ASSIST** button while your VAIO computer is off.
   The **VAIO Care Rescue Mode** screen appears.

2. Select **Recover or maintain your system**.
   Follow the on-screen instructions until the **Choose an option** screen appears.

3. Select **Troubleshoot**, then **Recovery and maintenance**.
   Follow the on-screen instructions until the **VAIO Care (Rescue Mode) : Recover or maintain your system** screen appears.
   Hint
   - If the display language selection window appears, select your desired language, then **OK**.

4. Select **Start recovery wizard**.

5. Follow the on-screen instructions.
   Hint
   - To perform custom recovery, select **Tools** and **Start advanced recovery wizard**.

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Refreshing Your VAIO Computer

If your VAIO computer has become unstable, it is recommended that you use the refresh function provided by Windows. Refresh the computer by following these steps.

1. Press the **ASSIST** button while your VAIO computer is off.
   The **VAIO Care Rescue Mode** screen appears.

2. Select **Recover or maintain your system**.
   Follow the on-screen instructions until the **Choose an option** screen appears.

3. Select **Troubleshoot** and **Refresh your PC**.

Most user data saved on your built-in storage device, some Windows settings and all apps downloaded from **Windows Store** will be retained even after you refresh your VAIO computer. However, some app settings or files in the specific folders may not be retained. Confirm the following list for details of which settings are retained, and which data is erased after you refresh the computer.

Settings retained after you refresh your VAIO computer

The following settings will be retained after you refresh your VAIO computer.
- Library settings
- User accounts (local, domain, Microsoft account), and group memberships
- Domain settings
- **Windows Update** settings
- Start screen and lock screen background
- Desktop themes
- International settings
- Wireless network profiles
- Settings configured in Windows Welcome

Data erased after you refresh your VAIO computer

The data in the folders specified below will be erased after you refresh your VAIO computer.
- \Windows
- \Program Files
- \Program Files(x86)
- \ProgramData
- \Users\<User name>\AppData

Note
- Save important data in advance.
- Copyright protected data, such as digital broadcast data or music files organized by digital media playback apps may not be available, even if the data is retained in the same location after you refresh your VAIO computer.
  Refer to the help file included with the app you are using for instructions.

Hint
- The apps installed at the time of delivery and installed from **Windows Store** are retained, whereas all Desktop apps that you installed after the purchase will be erased.

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Removing Recovery Content to Free up Disk Space

Your built-in storage device contains the recovery area where the data for system recovery is stored. If your VAIO computer includes a solid state drive (SSD), you might want to minimize the recovery area by removing such data to free up disk space on the C: drive (or the last drive in your drive list, for example D: drive).
You need Recovery Media to remove the data for system recovery or to recover the computer after you remove the data.
Note that removing recovery content makes it impossible to use the refresh function.
On the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer. [Details]
If an AC adapter or a power cable is supplied, plug it into a power source.

1. Create Recovery Media if you have not yet created it. [Details]

2. Insert the Recovery Media into the optical disc drive or connect a USB flash drive (not supplied) to the USB port on your VAIO computer while the computer is in Normal mode.

3. Turn off your VAIO computer.

4. Press the **ASSIST** button to display the **VAIO Care Rescue Mode** screen and select **Start from media (USB device/optical disc)**.
Follow the on-screen instructions until the **Choose an option** screen appears.

5. Select **Troubleshoot** and **Recovery and maintenance**.
Follow the on-screen instructions until the **VAIO Care (Rescue Mode) : Recover or maintain your system** screen appears.

6. Select **Tools** and **Remove recovery partition**.

7. Follow the on-screen instructions.

Related Topic

Creating Other Drives (Modifying Partitions)
Creating Partitions

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About Built-In Sensors

A built-in accelerometer, digital compass (magnetometer), and gyro sensor enable you to use the following functions.

Screen rotation using the built-in accelerometer

When you rotate your VAIO computer, the built-in accelerometer automatically detects the movement and rotates the computer screen to portrait or landscape orientation depending on the computer orientation.

Navigation assistance using the built-in digital compass

The built-in digital compass provides navigation assistance on compatible apps by detecting the direction your VAIO computer is facing.

App operation using the built-in gyro sensor

The built-in gyro sensor detects angular movement of your VAIO computer, which allows you to perform actions with apps, such as a game app.

Hint
- You need to calibrate the built-in digital compass when the app does not show the direction correctly. [Details]

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Notes on Built-In Sensors

Before using built-in sensors, read the following precautions for correct use.

Notes on using the built-in accelerometer

- If you change the computer screen orientation without closing running apps, such as a video playback app, all unsaved data may be lost.
- You cannot change the computer screen orientation while your VAIO computer is connected to an external display. If you connect the computer to an external display while using the computer in portrait orientation, the computer screen will automatically change to landscape (horizontal) orientation.
- The computer screen may become distorted if you change the computer screen orientation while the screen saver is activated.
- Some apps do not support portrait orientation and may not work correctly. In this case, use your VAIO computer in landscape orientation.

Notes on using the built-in digital compass

- The built-in digital compass works by detecting a magnetic direction. Do not rely solely on the location information the built-in digital compass provides.
  The accuracy of the digital compass can be easily affected by magnetic interference and may not work properly, particularly in the following locations:
  - Inside an elevator or a room built with ferrous materials, such as iron frames or reinforced concrete
  - Near a reinforced concrete structure, such as a footbridge or a concourse of an airport or train station
  - Near or inside a train or a car
  - Near a transformer on the ground or high-voltage power lines
  - Near a metallic product, such as a metal frame desk or metallic furniture
  - Near a material that has a high level of magnetic interference, such as a magnet, a magnetic holder, or speakers
- Adjusting the angle of the LCD screen may reduce the accuracy of the built-in digital compass; however, this is normal and does not indicate a malfunction. In such a case, you need to calibrate the digital compass. Move away from materials that cause magnetic interference, such as metallic products or magnets, and perform the following operations while running an app that uses the digital compass.
  - Place your VAIO computer on a flat surface, hold the computer with both hands, then rotate it 360 degrees clockwise once with the LCD screen up.
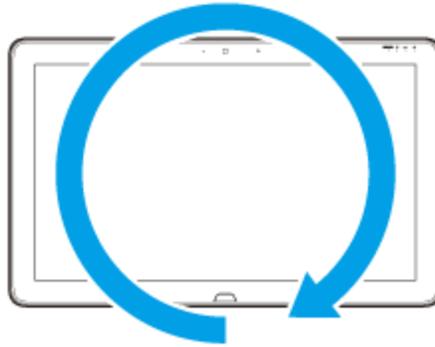
– Place your VAIO computer on a flat surface, hold the computer with both hands, then rotate it 360 degrees lengthwise once.
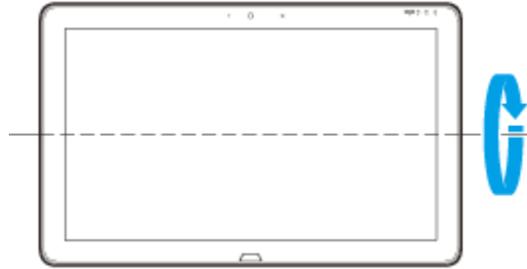
– Place your VAIO computer on a flat surface, hold the computer with both hands, then rotate it 360 degrees crosswise once.
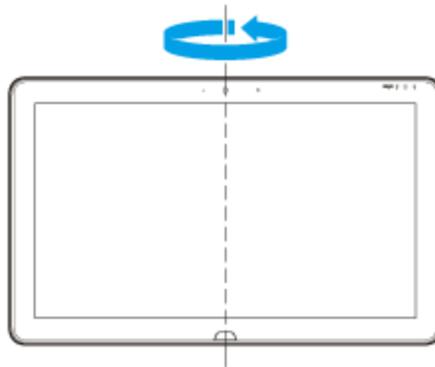
– If the problem persists, use your VAIO computer in a location with less magnetic interference.

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Creating Other Drives (Modifying Partitions)

Partitions are divided areas on your built-in storage device. Dividing the built-in storage device into more than one partition may have various advantages, such as separating the system files from your data files.
Your VAIO computer has only one partition (C: drive) as the factory default setting.*
If you want to store data in another partition, such as D: drive, change the partition size and create a new partition.
For more information on how to create partitions, see **Creating Partitions**. [Details]
* Some models may have D: drive as the factory default setting.

Related Topic

Creating Partitions
Removing Recovery Content to Free up Disk Space

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Creating Partitions

This topic describes how to create partitions.

Note
- If you reduce the volume of the C: drive partition, you may not create Recovery Media or complete the recovery process successfully because the free space on the built-in storage device is not sufficient.

1. Open **Control Panel** [Details], select **System and Security**, and select **Create and format hard disk partitions** under **Administrative Tools**.
   If the **User Account Control** window appears, select **Yes**.
   Hint
   - If you are signed in to your VAIO computer as a standard user, you may be prompted to enter an administrator name and password.

2. Right-click the C: drive and select **Shrink Volume**.

3. Enter the size of the partition to be created in **Enter the amount of space to shrink in MB** and select **Shrink**.

4. Right-click **Unallocated** and select **New Simple Volume**.

5. Follow the on-screen instructions.

Related Topic

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Removing Recovery Content to Free up Disk Space

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About Backup

The backup process creates a backup copy of your data stored on the built-in storage device and saves it to another location.
Due to unexpected events or computer viruses, you might lose various data stored on your built-in storage device. To restore the lost data, its backup copy is needed.
It is strongly recommended that you back up your data regularly.
If you can start Windows, back up and restore your data with the Windows feature.
To use the feature, open **Control Panel** and select **System and Security** and **File History**.

Related Topic

About Types of Backup

Backing Up Your Data when You cannot Start Windows

Restoring Your Data with VAIO Data Restore Tool

Creating a Restore Point

Restoring System Files Using the Restore Point when You cannot Start Windows

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About Types of Backup

You can use the Windows **Backup and Restore** feature to back up your valuable data. There are several types of backup to meet your needs, as described below.

Backing up files

You can select and back up folders and files stored on your VAIO computer to an external hard disk drive. For details on how to back up data, refer to **Windows Help and Support**. [Details]

Backing up system images

You can create a backup copy of the whole system of your VAIO computer. If the built-in storage device or the computer ever stops working, you can use the system image to restore the computer as it was when backed up.
To create a system image, you need an optional hard disk drive formatted in NTFS format. You can also back up a system image to optical discs such as Blu-ray Disc or DVD disc.
For details on how to create a system image, refer to **Windows Help and Support**. [Details]

Note

- We will not restore or compensate for any lost or damaged data under any circumstances including failure of your VAIO computer.
- Create Recovery Media soon after purchasing your VAIO computer. In the event that you cannot make a backup copy of your data with the Windows feature due to computer malfunctions, you can use the backup tool included in the Recovery Media to back up your data.
  For information on how to create the Recovery Media, see **Creating Recovery Media**. [Details]

Hint

- If your VAIO computer is equipped with no disc drive, you need to connect an external device, such as an external hard disk drive or DVD drive, to the computer before backup, or you need to resize the partition of your C: drive and create another partition before backup. [Details]

Related Topic

About Backup
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Backing Up Your Data when You cannot Start Windows

If you cannot start Windows, back up your data with **VAIO Care (Rescue Mode) : Recover or maintain your system**.

To rescue your data

1. Press the **ASSIST** button while your VAIO computer is off.
   The **VAIO Care Rescue Mode** screen appears.

2. Select **Recover or maintain your system**.
   Follow the on-screen instructions until the **Choose an option** screen appears.

3. Select **Troubleshoot** and **Recovery and maintenance**.
   Follow the on-screen instructions until the **VAIO Care (Rescue Mode) : Recover or maintain your system** screen appears.
   Hint
   - If the display language selection window appears, select your desired language, then **OK**.

4. Select **Tools** and **Rescue Data**.

5. Follow the on-screen instructions.

Hint
- Alternatively, you can start **VAIO Care (Rescue Mode) : Recover or maintain your system** with Recovery Media. [Details]
- It is recommended that you select an external hard disk drive as a location to save rescued files if you select **Custom rescue**.

Notes on using VAIO Care (Rescue Mode) : Recover or maintain your system

- Handle rescued files with care to protect from unauthorized access.
- Disable the Windows hard disk drive encryption feature before using **VAIO Care (Rescue Mode) : Recover or maintain your system** to back up and restore your data.
  However, rescued files which are not encrypted on the built-in storage device can be easily accessed by unauthorized users using Recovery Media and this app. Therefore, after using the app, be sure to set the power-on or hard disk password, enable the Windows hard disk drive encryption feature, and keep the Recovery Media in a secure place to protect rescued files from unauthorized access.
- To restore copyright protected data, such as music files organized by digital media playback apps, use a backup tool specified by the app you used to import such data. Sony does not guarantee the playback compatibility of data which is not restored with the specified backup tool.
- Using **VAIO Care (Rescue Mode) : Recover or maintain your system** does not guarantee backup of all the data on your built-in storage device.
  Sony assumes no liabilities for any loss of your data arising out of the backup process.
- Use the power cord or the AC adapter to power your VAIO computer while using **VAIO Care (Rescue Mode) : Recover or maintain your system**.

- Your VAIO computer automatically restarts 72 hours after **VAIO Care (Rescue Mode) : Recover or maintain your system** starts. If 72 hours have passed during the backup process, the process will be stopped and the computer will restart. There is no way to resume the process.
- Rescued files may be divided into two or more files and saved in a specified location or renamed, depending on the location you select. Use **VAIO Data Restore Tool** to restore the rescued files. [Details]
- If an external hard disk drive or optical disc drive does not support the USB connection, you need to install a driver.

Related Topic

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Creating a Restore Point

A restore point enables you to restore your computer system files to a previous state, depending on when the restore point was created.
Typically, restore points are created automatically, for example when you install a driver.
However, we recommend that you create a new restore point manually before installing any apps or drivers on your VAIO computer.
Refer to **Windows Help and Support** for information on creating a restore point.
[Details]

Related Topic

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Restoring System Files Using the Restore Point when You cannot Start Windows

When you cannot start Windows, follow these steps to restore computer system files.
On the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer. [Details]
If an AC adapter or a power cable is supplied, plug it into a power source.

1. Insert Recovery Media (optical discs) into the optical disc drive or connect a USB flash drive to the USB port on your VAIO computer while the computer is in Normal mode.

2. Turn off your VAIO computer.

3. Press the **ASSIST** button to display the **VAIO Care Rescue Mode** screen and select **Start from media (USB device/optical disc)**.
   Follow the on-screen instructions until the **Choose an option** screen appears.

4. Select **Troubleshoot**, **Advanced options**, and **System Restore**.

5. Select your operating system.
   The **System Restore** window appears.

6. Select **Next**.

7. Select a restore point and **Next**.
   The confirmation window of the selected restore point appears.

8. Select **Finish** to confirm the restore point.
   Your VAIO computer restarts after system files are restored.

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Restoring Your Data with VAIO Data Restore Tool

You can use **VAIO Data Restore Tool** to restore files previously backed up using **VAIO Care (Rescue Mode) : Recover or maintain your system**.
For instructions on how to use the app, refer to the help file included with the app.

1. Open the charms [Details] and select the 🔍 **Search** charm.

2. Select **Apps** and enter "VAIO Data Restore Tool" in the **Search** box.

3. Select **VAIO Data Restore Tool**.
   The **VAIO Data Restore Tool** window appears.

4. Select **Next**.
   If the **User Account Control** window appears, select **Yes**.
   Hint
   - If you are signed in to your VAIO computer as a standard user, you may be prompted to enter an administrator name and password.

5. Follow the on-screen instructions.

Note
- To restore copyright protected data, such as music files organized by digital media playback apps, use a backup tool specified by the app you used to import such data. Sony does not guarantee the playback compatibility of data which is not restored with the specified backup tool.

Hint
- If necessary, move the restored files to the original location.

Related Topic

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About "Memory Stick"

"Memory Stick" is a compact, portable, and versatile IC recording media especially designed for exchanging and sharing digital data with compatible products, such as digital cameras and other devices. Because it is removable, it can be used for external data storage.
For the latest information about "Memory Stick", visit http://www.sony.net/memorycard/.

Related Topic

Compatible "Memory Stick"
Inserting/Removing "Memory Stick"
Formatting "Memory Stick"
Notes on Using "Memory Stick"

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Compatible "Memory Stick"

The "Memory Stick" slot on your VAIO computer can accommodate the following sizes and types of media:

- "Memory Stick Duo"
- "Memory Stick PRO Duo"
- "Memory Stick PRO-HG Duo"
- "Memory Stick Micro"

About "MagicGate"

"MagicGate" refers to copyright protection technology developed by Sony. An authentication process is performed between the "MagicGate" compatible device and "Memory Stick" to check whether they can correctly store and play back data, and the data will be encrypted. The authentication is also performed before the data is played back, and only when they are properly authenticated, the data is decrypted and played back. The copyright protected data can be played back by authenticated devices only.

Note

- Your VAIO computer supports only Duo-size "Memory Stick", and does not support standard-size "Memory Stick".
- Before using "Memory Stick Micro" ("M2"), be sure to insert it into an "M2" Duo adaptor. If you insert the media directly into the "Memory Stick Duo" slot without the adaptor, you may not be able to remove it from the slot.
- Your VAIO computer has been tested and found compatible with any Sony branded "Memory Stick" of up to 32 GB, available as of May 2012. However, "Memory Stick" compatibility is not guaranteed in all cases.
- Except for personal use, it is against copyright law to use any audio and/or image data you record without prior consent from the respective copyright holder(s). Accordingly, "Memory Stick" with such copyrighted data can be used only within the law.
- Use "Memory Stick" with the "MagicGate" logo to take advantage of this technology.
- The "Memory Stick" slot on your VAIO computer does not support "MagicGate" technology of "Memory Stick" with capacity of up to 256 MB.
- If you use "Memory Stick" in a place subject to static electricity or electrical noise, stored data may be lost.
- The maximum possible size for a file on "Memory Stick PRO Duo" or "Memory Stick PRO-HG Duo" is less than 4 GB, as defined in the file system specification.

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Inserting/Removing "Memory Stick"
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Formatting "Memory Stick"

"Memory Stick" is formatted in the specific FAT format by default and is ready for use.
Be sure to use the device that is designed to format the media and supports "Memory Stick" when formatting the media.
If you want to reformat the media with your VAIO computer, follow these steps.

Note

- Formatting "Memory Stick" erases the entire data stored on the media. Be sure to make a backup copy of important data to avoid erasing it.
- Do not remove "Memory Stick" from the slot while formatting. This could cause a malfunction.

1. Locate the "Memory Stick" slot.
   Hint
   - The "Memory Stick" slot on your computer also works as an SD memory card slot.

2. Carefully slide "Memory Stick" into the slot until it clicks into place. [Details]

3. Open **Computer**. [Details]

4. Right-click the "Memory Stick" icon and select **Format**.
   The **Format Memory Stick** window appears.

5. Select **Restore device defaults**.
   The size of the allocation unit and file system will change to default settings.
   Note
   - Do not select **NTFS** from the **File system** drop-down list as it may cause a malfunction.
   Hint
   - The formatting process will be completed more quickly if you select **Quick Format** in **Format options**.

6. Select **Start**.
   Follow the on-screen instructions.
   Note
   - It may take time to format "Memory Stick" depending on the media type.

Related Topic

About "Memory Stick"
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Inserting/Removing SD Memory Cards

Your VAIO computer is equipped with an **SD** memory card slot. You can use this slot to transfer data among digital cameras, camcorders, music players, and other audio/video devices.

The **SD** memory card slot on the computer can accommodate the following memory cards:

- SD memory card
- SDHC memory card
- SDXC memory card

To insert an SD memory card

1. Locate the **SD** memory card slot.
   Hint
   - The SD slot on your computer also works as a "Memory Stick" slot.

2. Hold the SD memory card with the arrow pointing toward the slot, and carefully slide it into the slot until it clicks into place.
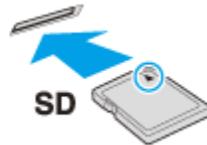
The SD memory card icon will appear in the **Computer** window [Details] after you insert the card into the slot.

Note
- Be careful not to insert an SD memory card in the wrong orientation. If you force it into the slot upside down, the slot may be damaged. Refer to the manual that came with the SD memory card for more information.
- The SD memory card icon will not appear in the **Computer** window [Details] until you insert the card into the slot.

Hint
- When you insert the SD memory card into the slot for the first time, you may be prompted to install a driver. If prompted, follow the on-screen instructions to install the driver.
- While data is being read from or written to the SD memory card, the media access indicator light is on.

To remove an SD memory card

1. Locate the **SD** memory card slot.
   Hint
   - The SD slot on your computer also works as a "Memory Stick" slot.

2. Check that the media access indicator light is off.

3. Push in the SD memory card toward your VAIO computer and release.

4. Pull the SD memory card out of the slot.

Related Topic

[Notes on Using SD Memory Cards](#)

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Inserting/Removing "Memory Stick"

You can use "Memory Stick" to save data or transfer images between a digital camera and your VAIO computer. To insert/remove "Memory Stick", follow these steps.

To Insert "Memory Stick"

1. Locate the "Memory Stick" slot.
   Hint
   - The "Memory Stick" slot on your computer also works as an SD memory card slot.

2. Hold "Memory Stick" [Details] with the arrow pointing toward the slot, and carefully slide it into the slot until it clicks into place.

"Memory Stick" is automatically detected by your system and the contents of "Memory Stick" are displayed*. If nothing appears on the desktop, open **Computer** [Details] and double-click the "Memory Stick" icon*.

* The drive letter for the "Memory Stick" slot, such as "E:", may vary depending on the system configuration of your VAIO computer.

Note
- The "Memory Stick" icon will appear in the **Computer** window [Details] after you insert "Memory Stick" into the slot.
- If "Memory Stick" cannot be inserted easily, remove it gently, and verify you are inserting it in the proper direction. Be sure to hold "Memory Stick" with the arrow pointing in the correct direction as you insert it into the slot. To avoid damaging your VAIO computer or the media, do not force "Memory Stick" into the slot if you cannot insert it smoothly.

Hint
- When you insert "Memory Stick" into the slot for the first time, you may be prompted to install a driver. If prompted, follow the on-screen instructions to install the driver.

To remove "Memory Stick"

1. Locate the "Memory Stick" slot.
   Hint
   - The "Memory Stick" slot on your computer also works as an SD memory card slot.

2. Check that the Media Access indicator light is off.

3. Push in "Memory Stick" toward your VAIO computer and release.

4. Pull "Memory Stick" out of the slot.

Note
- Do not remove "Memory Stick" while the Media Access indicator light is on. If you do, you may lose data. Large volumes of data may take time to load, so make sure the

indicator light is off before removing "Memory Stick".

- Be sure to remove "Memory Stick" gently, or it may pop out unexpectedly.

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Notes on Using SD Memory Cards

Before using SD memory cards, read the following precautions for correct use.

- Keep an SD memory card out of reach of children. There is a risk of swallowing it.
- Do not touch the SD memory card connector with your finger or metal objects.
- An SD memory card contains delicate electronic components. Do not impact, bend or drop it.
- Do not disassemble or modify an SD memory card.
- Do not wet an SD memory card.
- Do not use or store in a location subject to:
  - Extremely high temperature, such as in a car parked in the sun
  - Direct sunlight
  - High humidity or corrosive substances
  - Excessive dust
- Be sure to use SD memory cards and adaptors that are compliant with the standards supported by your VAIO computer. Incompatible cards and adaptors may get stuck in the slot, causing damage to the computer.
- You cannot write data to an SD memory card that is write-protected.
- It is recommended that you make a backup copy of important data.
- Stored data may be lost or corrupted if:
  - You remove an SD memory card or turn off your VAIO computer while the media access indicator light is on.
  - You use an SD memory card at a place where static electricity or electrical noise may disturb the card.
- When carrying an SD memory card, be sure to put it in its case to avoid static electricity.
- Before using an SD memory card with a device other than a computer, such as a digital camera or a portable audio, format (initialize) the SD memory card using the device. Some devices may not support the file format for computers and show you a message that recommends you to format the SD memory card. In this case, copy data from the card to your VAIO computer and format the card using the device. All data in the SD memory card will be deleted when you format it. Refer to the manual that came with the device for more information.
- Do not insert foreign objects into the SD memory card slot.
- The SD memory card slot can be used for reading/writing supported memory cards only, and cannot be used for other purposes.
- SD memory cards (up to 2 GB), SDHC memory cards (up to 32 GB) and SDXC memory cards (up to 64 GB) available as of May 2012 have been tested and found compatible with your VAIO computer. However, it is not guaranteed that all SD memory cards, SDHC memory cards or SDXC memory cards will be compatible with the computer.
- Do not attempt to insert a memory card or memory card adaptor of a different type into the memory card slot. An incompatible memory card or memory card adaptor may get stuck in the slot, causing damage to your VAIO computer.
- Some types of SD memory cards, for example ones with the UHS (Ultra High Speed data transfer feature), may become extremely hot due to continuous access to the memory cards. In such a case, wait for a while before removing the memory card until it cools down.

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Notes on Using "Memory Stick"

Before using "Memory Stick", read the following precautions for correct use.

- Keep "Memory Stick" out of reach of children. There is a risk of swallowing it.
- Do not touch the "Memory Stick" connector with your finger or metal objects.

- "Memory Stick" contains delicate electronic components. Do not impact, bend or drop it.
- Do not disassemble or modify "Memory Stick".
- Do not wet "Memory Stick".
- Do not use or store in a location subject to:
  - Extremely high temperature, such as in a car parked in the sun
  - Direct sunlight
  - High humidity or corrosive substances
  - Excessive dust
- Be sure to use "Memory Stick" and adaptors that are compliant with the standards supported by your VAIO computer. Incompatible cards and adaptors may get stuck in the slot, causing damage to the computer.
- You cannot write data to "Memory Stick" that is write-protected.
- It is recommended that you make a backup copy of important data.
- Stored data may be lost or corrupted if:
  - You remove "Memory Stick" or turn off your VAIO computer while the media access indicator light is on.
  - You use "Memory Stick" at a place where static electricity or electrical noise may disturb the card.
- When carrying "Memory Stick", be sure to put it in its case to avoid static electricity.
- Before using "Memory Stick" with a device other than a computer, such as a digital camera or a portable audio, format (initialize) "Memory Stick" using the device.
  Some devices may not support the file format for computers and show you a message that recommends you to format "Memory Stick". In this case, copy data from "Memory Stick" to your VAIO computer and format "Memory Stick" using the device. All data in "Memory Stick" will be deleted when you format it.
  Refer to the manual that came with the device for more information.
- Do not insert foreign objects into the "Memory Stick" slot.
- The "Memory Stick" slot can be used for reading/writing supported "Memory Stick" only, and cannot be used for other purposes.

Notes on Using "Memory Stick Duo"

When using "Memory Stick Duo", do not use a fine-tipped pen to write on the label adhered to "Memory Stick Duo". Exerting pressure on the media may damage internal components.

Notes on Using "Memory Stick Micro"

- Before using "Memory Stick Micro" ("M2"), be sure to insert it into an "M2" Duo adaptor.

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If you insert the media directly into the "Memory Stick Duo" slot without the adaptor, you may not be able to remove it from the slot.

- Keep "Memory Stick Micro" and "M2" Duo adaptors away from children. They are harmful if swallowed.

Related Topic

About "Memory Stick"
Compatible "Memory Stick"
Inserting/Removing "Memory Stick"
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About NFC
<NFC supported models>

Near Field Communication (NFC) is a short-range wireless technology.
The communication distance of NFC is approximately a maximum of 4 inches / 10 cm.

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About One-touch functions
<NFC supported models>

One-touch functions are Sony original functions which use NFC.
By touching One-touch functions supported devices to each other, you can establish communications between the supported devices without complicated settings.

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Disabling NFC/One-touch functions <NFC supported models>

You can disable NFC/One-touch functions by following these steps.

1. Open the charms [Details] and select the ⚙ **Settings** charm.

2. Select **Change PC settings** in the lower right corner.

3. Select **Wireless** in the left pane of the **PC settings** screen.

4. Change the **NFC** setting under **Wireless devices** to **Off**.

Hint

- To use NFC/**One-touch functions**, change **Airplane mode** to **Off** and the **NFC** setting under **Wireless devices** to **On**.
- When **Airplane mode** is **Off**, the wireless function setting is enabled and the **WIRELESS** indicator light is on.
- For details information on **Airplane mode**, refer to **Windows Help and Support**. [Details]

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Notes on NFC/One-touch functions <NFC supported models>

- In some countries or regions, using NFC/One-touch functions may be restricted by the local regulations.
- If you urgently need to disable NFC/One-touch functions, turn off your VAIO computer.

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Using NFC/One-touch functions
<NFC supported models>

You can easily connect an NFC/One-touch functions supported device to your VAIO computer just by touching the computer with the device.
Before using NFC/One-touch functions, follow these steps to enable NFC.

1. Open the charms [Details] and select the ⚙ **Settings** charm.

2. Select **Change PC settings** in the lower right corner.

3. Select **Wireless** in the left pane of the **PC settings** screen.

4. Change **Airplane mode** to **Off** and the **NFC** setting under **Wireless devices** to **On**.
   Hint
   - For details information on **Airplane mode**, refer to **Windows Help and Support**. [Details]

   A message will appear the moment the device is recognized.
   Follow the on-screen instructions.

Hint
- You may need to change the device settings depending on the NFC/One-touch functions supported device you use. For detailed information, refer to the manuals that came with your device.

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Cleaning Your VAIO computer/LCD screen

Before cleaning your VAIO computer, read the following precautions for the correct cleaning procedure.

When cleaning your VAIO computer

- Turn off your VAIO computer, unplug the AC adapter, and remove the battery pack before cleaning the computer.
- Use a soft, dry cloth to wipe debris and dust off your VAIO computer.
- Be sure to use a soft, dry cloth when cleaning your VAIO computer. If the computer is badly soiled, fog the surface of the computer with your breath and wipe off the dirt, or clean off with a lightly wet cloth and then wipe remaining moisture away with a dry cloth.
- Do not use solvents such as benzine, acetone, alcohol, thinner, or commercially available cleaners, as these may cause damage to the surface or coating of your VAIO computer.
- Use a blower to blow off debris and dust underneath the keys (keycaps). Do not remove any keycap from the keyboard.
  Do not use a vacuum cleaner, as it may cause a malfunction.

When cleaning your LCD screen

- Be sure to use a soft, dry cloth when cleaning your VAIO computer. If the LCD screen is badly soiled, fog the surface of the LCD screen with your breath and wipe off the dirt, or clean off with a lightly wet cloth and then wipe remaining moisture away with a dry cloth.
- Do not use solvents such as benzine, acetone, alcohol, thinner, or commercially available cleaners, as these may cause damage to the LCD screen.

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About the International ENERGY STAR(R) Program

The following information is applicable to ENERGY STAR qualified products only.

As an ENERGY STAR Partner, Sony confirmed that this product meets the ENERGY STAR standards for energy efficiency.

The International ENERGY STAR Office Equipment Program is an international program that promotes energy saving through the use of computers and office equipment. The program backs the development and dissemination of products with functions that effectively reduce energy consumption.

For detailed information on the ENERGY STAR Program, visit the following websites:

- http://www.energystar.gov (USA)
- http://www.eu-energystar.org (Europe)

This computer is designed in compliance with the ENERGY STAR standards and delivered with the following power saving settings that apply to the computer running on AC power:

- The LCD backlight is turned off automatically after no more than 15 minutes of inactivity.
- The computer enters Sleep mode automatically after no more than 30 minutes of inactivity.

Press the ⏻ (Power) button to bring the computer back into Normal mode.

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Handling the Built-in Storage Device

The built-in storage device (hard disk drive or solid state drive) has a high storage density and reads or writes data in a short time. However, it can be easily damaged if improperly used.
If the built-in storage device is damaged, the data cannot be restored. To prevent losing data, you should be careful when handling your VAIO computer.

To avoid damaging your built-in storage device

- Do not subject your VAIO computer to sudden movements.
- Keep your VAIO computer away from magnets.
- Do not place your VAIO computer in a location subject to mechanical vibration or in an unstable position.
- Do not turn off the power or restart your VAIO computer while reading or writing data to the storage device.
- Do not use your VAIO computer in a place subject to extreme changes in temperature.
- Do not remove the storage device from your VAIO computer.

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Safety Information

Refer to the supplied safety manual for detailed safety information.

Computer

- If you drop a solid object or any liquid onto your VAIO computer, shut down the computer, unplug it, and remove the battery pack if it is removable. You may want to have the computer checked by qualified personnel before operating it again.
- Use only specified peripheral equipment and interface cables.
- Keep small parts such as "Memory Stick" and "Memory Stick" adaptors out of reach of children. There is a risk of swallowing them.
- The temperature of the surface and the bottom of your VAIO computer, the AC adapter, and the battery may rise due to the CPU load or an electric current generated while the battery is being charged. This is normal and does not indicate a malfunction. The amount of heat generation varies depending on external devices or apps in use.
- If your VAIO computer or the AC adapter becomes extraordinarily hot, turn off the computer, unplug the AC adapter, remove the battery pack if it is removable, and then contact an authorized Sony service/support center.

Power source

- Do not place heavy objects on the power cord, or this could cause a fire.
- To disconnect the power cord, pull it out by holding the plug. Never pull the cord itself.
- Do not use cut or damaged connection cables.
- Unplug your VAIO computer from the AC outlet if you are not planning to use the computer for an extended period of time.
- If you are not using your VAIO computer for an extended period of time, remove the battery pack from the computer to prevent damage to the battery pack.

Headphones

- Do not use headphones while driving, cycling, or operating any motorized vehicle. It may create a traffic hazard and is illegal in some areas. It can also be potentially dangerous to play loud music while walking, especially at pedestrian crossings.
- Avoid using headphones at high volume. Hearing experts advise against continuous, loud and extended play. If you experience a ringing in your ears, reduce the volume or discontinue use.

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Not all the software listed above may be delivered with your model.

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What should I do if I cannot charge the device connected to the USB port that supports USB charging?

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What should I do if I forget the power-on password to start my VAIO computer?

- If you forget the password [Details], you cannot start your VAIO computer.
  - When you forget your user password:
    Enter the machine password to reset the user password at the BIOS setup screen.
  - When you forget your machine password:
    The password needs to be reset and a fee will be charged. To reset the password, contact an authorized Sony service/support center.

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- Check if the volume from speakers or headphones is not minimized.
    - Press the **+** button of the volume control buttons on the wireless keyboard to turn up the volume loud enough to hear sound.

- Check if the volume in Windows is not turned off or minimized. [Details]
  When the volume is turned off (🔇), select 🔇 (Deactivate muting) to turn on the
  volume (🔊). When the volume is minimized, turn up the volume.

- When connecting external speakers or headphones, check the following:
    - Make sure external speakers or headphones are properly connected to your VAIO computer. [Details]
    - If external speakers require external power, make sure the speakers are securely connected to an AC outlet.
    - Make sure external speakers are turned on.
    - Make sure the volume from external speakers is not minimized.

- Make sure the sound output device is correctly selected. [Details]

- Check the volume on the playback app you are using.

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What should I do if I hear microphone feedback from speakers when using my microphone?

- Microphone feedback may occur when your microphone receives the sound from a sound output device, such as speakers.
    - Keep the microphone away from a sound output device.
    - Turn down the volume of the speakers and the microphone.

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What should I do if my microphone does not work?

- Check if your microphone is selected as a recording device.
  Open **Control Panel** [Details] and select **Hardware and Sound**.
  Select **Sound** and check if there is a check mark on your desired microphone icon on the **Recording** tab.
  If not, select the icon and **Set Default**.
  If the icon is not displayed, make sure the microphone is properly connected to your VAIO computer.

- If you are using an external microphone, use a plug-in power microphone.

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What should I do if sound interruptions occur during video or audio playback?

- Sound interruptions may occur when the CPU load is high. In this case, reduce the CPU load by exiting all running apps other than a playback app, or by disabling unnecessary audio effects applied to playback.

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How can I disable the BLUETOOTH function?

- To disable the BLUETOOTH function, you first disable the BLUETOOTH function on the BLUETOOTH device that is communicating with your VAIO computer.
  Then, open **Control Panel** [Details] and select **System and Security**. and select **Device Manager** under **System**. In the **Device Manager** window, double-click **Bluetooth**, right-click **Qualcomm Atheros AR3012 Bluetooth(R) Adapter**, and select **Disable**.
  To enable the BLUETOOTH function, right-click **Qualcomm Atheros AR3012 Bluetooth(R) Adapter** and select **Enable**.

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What should I do if I cannot find the BLUETOOTH(R) device I want to communicate with?

- Shorten the distance between your VAIO computer and the BLUETOOTH device within 33 feet/10 meters.
  If the computer is more than 33 feet/10 meters away from the BLUETOOTH device, communication will not be possible.
  The computer may not be able to communicate with the BLUETOOTH device even within 33 feet/10 meters due to obstacles between the devices, radio wave quality, ambient environment that includes existence of walls and materials of such walls, or apps in use.
  In such a case, move the computer away from obstructions or closer to the device.

- Check that the BLUETOOTH function of the device you want to communicate with is on, and the device is not in the power saving mode.

- Check that the BLUETOOTH function of the device you want to communicate with is enabled.
  Refer to the manual that came with the device for more information.

- If the device you want to communicate with is already communicating with another BLUETOOTH device, it may not be found or it may not be able to communicate with your VAIO computer.

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What should I do if I cannot use the BLUETOOTH(R) function?

- Make sure the **WIRELESS** indicator light on your VAIO computer is on.
  When the **WIRELESS** indicator light is off, you cannot use the BLUETOOTH function.

- Make sure the BLUETOOTH function is enabled.
  Open the charms [Details] and select the ⚙ **Settings** charm.
  Select **Change PC settings** in the lower right corner, then select **Wireless** in the left pane.
  Turn off **Airplane mode** and change the **Bluetooth** setting under **Wireless devices** to **On**.

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What should I do if other BLUETOOTH(R) devices cannot connect to my VAIO computer?

- See **What should I do if I cannot find the BLUETOOTH device I want to communicate with?**. [Details]

- Make sure that the authentication (pairing) between the device and your VAIO computer has been properly performed.
  Some BLUETOOTH devices require authentication (pairing) before establishing connection with another device. Perform the authentication process before connecting to such devices.

- Make sure that your VAIO computer allows BLUETOOTH devices to find the computer.
  Select ▲ (arrow) in the desktop notification area [Details], right-click (the BLUETOOTH icon), and select **Open Settings** to open the settings window.
  Select the **Options** tab and make sure that the **Allow Bluetooth devices to find this computer** check box is selected.

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What should I do if the BLUETOOTH(R) icon is not displayed in the desktop notification area?

- Make sure the BLUETOOTH function is enabled.
  Open the charms [Details] and select the ⚙ **Settings** charm.
  Select **Change PC settings** in the lower right corner, then select **Wireless** in the left pane.
  Turn off **Airplane mode** and change the **Bluetooth** setting under **Wireless devices** to **On**.

- Check the BLUETOOTH settings.
  Open **Control Panel** [Details] and select **Hardware and Sound** and **Devices and Printers**.
  Right-click the computer icon and select **Bluetooth settings** and the **Show the Bluetooth icon in the notification area** check box.

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Why can't I use BLUETOOTH(R) devices when I switch users?

- If you switch users without signing out from your system, BLUETOOTH devices will not work.
Be sure to sign out before switching users.

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Why can't I use the BLUETOOTH(R) function when I sign in to my VAIO computer as a user with a standard user account?

- The BLUETOOTH function may not be available to a user with a standard user account on your VAIO computer.
  Sign in to the computer as a user with administrative rights.

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Why is my BLUETOOTH(R) connection slow?

- Data transfer speed depends on obstructions and/or the distance between the two devices, radio wave quality, and the device configuration or apps in use.
  Move your VAIO computer and BLUETOOTH device closer to each other.

- If a version of a BLUETOOTH standard employed on the BLUETOOTH device with which you want to communicate is not the same version as the one employed on your VAIO computer, the communication speed may become slower.

- If your VAIO computer is compliant with BLUETOOTH high speed technology and the following two conditions are met, high-speed communications are available. However, some BLUETOOTH profiles do not support high-speed communications.
  - The BLUETOOTH device with which you want to communicate supports BLUETOOTH high speed technology.
  - Both the Wi-Fi(R) (Wireless LAN) and BLUETOOTH functions on the computer are enabled.

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What should I do if captured images contain dropped frames and audio interruptions?

- The effect settings on your app may cause dropped frames. Refer to the help file included with the app for more information.

- There may be more app running than your VAIO computer can handle. Exit the apps that you are not currently using.

- This problem may occur while your VAIO computer is running on the power saving plan, which reduces the CPU performance. Check the current power plan. [Details]

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What should I do if captured images flicker?

- This problem occurs when you use the built-in camera under fluorescent lights and is due to a mismatch between the lighting output frequency and the shutter speed.
To reduce flicker noise, change the direction of your VAIO computer so that you can adjust the direction of the built-in camera. Some apps offer adjustable parameters, such as brightness or power frequencies, to eliminate flicker noise.

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Why are captured images poor in quality?

- Images captured under fluorescent light may contain light reflections.

- A dark portion in captured images may contain noise.

- The area on and around the built-in camera is soiled. Clean the area. [Details]

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Why does the viewfinder show no images or poor-quality images?

- Some camera apps may not work correctly when another camera app is running. Exit the current app before starting another.

- You may not be able to use another camera app that uses the built-in camera while using the gesture function.

- The viewfinder may show some noise, for example horizontal streaks, when you are viewing a rapid-moving object. This is normal and does not indicate a malfunction.

- If the problem persists, restart your VAIO computer.

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Why is the video input from the built-in camera suspended momentarily?

- The video input may be suspended momentarily if:
  - A shortcut key with the **Fn** key is used.
  - The CPU load increases.

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How do I change the LCD brightness?

- Press the **Fn**+**F5** or **Fn**+**F6** keys to adjust the LCD brightness of your VAIO computer.
  [Details]

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What should I do if my computer screen goes blank?

- Make sure your VAIO computer is on and not in a power saving mode. [Details]

- Make sure your VAIO computer is securely plugged into an AC outlet [Details] and the power indicator light is on.

- The computer screen may be off.
  Press any key on the keyboard.

- If your VAIO computer is running on battery power, make sure the battery pack is installed properly and is charged. [Details]

- If you wait for a while and the computer screen remains blank, follow the procedures below:
  - Press and hold down the (Power) button for more than four seconds, check if the power indicator light is off, and then turn on your VAIO computer.
  - If the problem persists, press and hold down the (Power) button for more than four seconds and check if the power indicator light is off. Disconnect all cables and peripheral devices, such as the power cord and the USB device, remove the battery pack, and wait about five minutes. Then, put them back in place and turn on your VAIO computer again.

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What should I do if some items do not fit on the computer screen?

- Check that the text size is set to 100%. If not, some items, for example an app menu, may not be displayed correctly, depending on the apps you are using.
  Refer to **Windows Help and Support** for more information on how to change the text size. [Details]

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What should I do if the touch screen does not work properly?

- The touch screen will not work properly if you turn on your VAIO computer while touching the screen. In such a case, restart the computer.

- The touch screen does not work for several seconds after your VAIO computer returns to Normal mode from Sleep mode. In such a case, wait for a while before using the touch screen.

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What should I do if videos are not displayed on the computer screen?

- Your VAIO computer may not have sufficient video memory to display high resolution videos. In such a case, lower the resolution of the LCD screen. [Details]

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What should I do if videos are not displayed smoothly?

- It is recommended you disable your screen saver.
  If the screen saver is enabled, it may be activated during DVD playback and prevent the playback from running successfully.

- Some videos may not be displayed smoothly depending on the type or bit rate of videos. Lowering the screen resolution may improve video playback performance. [Details]

- If data access to a memory card is in progress (the media access indicator light is on), wait until the data access ends and then start playback again.

- If you are playing a video stored on the memory card, copy it to the built-in storage device and then play the copied video.

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Why do sound interruptions and/or dropped frames occur when I play high-definition videos, such as those recorded with the AVCHD digital video camcorder?

- Playing high-definition videos requires substantial hardware resources, such as CPU, GPU, or system memory performance on your VAIO computer. During the video playback, some operations and/or functions may become unavailable, and sound interruptions, dropped frames, and playback failure may occur depending on the configuration of the computer.

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How can I find the physical address (MAC address) of the built-in wireless network interface of my VAIO computer?

- If MAC address filtering of your access point is enabled, register the MAC address of your VAIO computer in the setup screen of the access point. Otherwise, the computer cannot connect to the access point.
  Open **Command Prompt** [Details], enter "ipconfig /all", and then press the **Enter** key. You can find the physical address (MAC address) in the **Physical Address** field under **Wireless LAN adapter Wi-Fi**.

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What should I do if I cannot connect my VAIO computer to an access point (or the Internet)?

- See **What should I do if I cannot use the Wi-Fi(R) (Wireless LAN) function?**. [Details]

- Make sure the access point is on.

- Check the access point settings.
  In the following settings, your VAIO computer may fail to connect to an access point, or the connection may be unstable.
  - When the access point is set to refuse communication with a device whose SSID is set to "ANY," and the SSID of your VAIO computer or the access point is set to "ANY."
  - When the access point is in stealth mode.
    For more information, refer to the manual that came with your access point, or consult your Wi-Fi service provider.

- Make sure your VAIO computer and access point are connected to one another. [Details]

- Connection capability is affected by distance, obstructions, device configuration, radio wave strength/interference, wall materials, running apps, etc.
  Move your VAIO computer away from obstructions or closer to any access point you may be using.

- Open the charms [Details] and select the ⚙ **Settings** charm and 📶 (the network icon).
  Check that your access point is displayed.

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What should I do if I cannot play back movies or audio tracks received via Wi-Fi(R) (Wireless LAN), or their playback is interrupted? Why is the data transfer speed slow?

- Move your VAIO computer away from obstructions, or closer to any access point you may be using.
  Connection capability is affected by distance, obstructions, device configuration, radio wave strength/interference, wall materials, running apps, etc.

- If you are using an access point, the device may be temporarily overloaded depending on how many other devices are communicating via the access point.
  Wait for a while and try again.

- Change the channel setting of your access point. By changing the channel, interference on your wireless network may be reduced and data transfer speed may improve.
  If access point channel interference occurs, data transfer speed may be reduced.

- If your access point interferes with other access points, change the access point channel.
  Refer to the manual that came with your access point for more information.

- Make sure that a microwave oven is not operating near your Wi-Fi devices.
  The 2.4 GHz frequency band, on which Wi-Fi operates, is used by various devices and apparatus. If you use a microwave oven while communicating via Wi-Fi, data transfer rate may slow down, communication range may narrow, or communication may be interrupted.

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What should I do if I cannot use the Wi-Fi(R) (Wireless LAN) function?

- Enable the Wi-Fi function.
  Open the charms [Details] and select the ⚙ **Settings** charm.
  Select **Change PC settings** in the lower right corner, and select **Wireless** in the left pane.
  Turn off **Airplane mode** and change the **Wi-Fi** setting under **Wireless devices** to **On**.

- To use the Wi-Fi function on your VAIO computer, you need to configure the Wi-Fi settings.
  Check the Wi-Fi settings of the computer. [Details]

- If a connection utility app supplied with a third-party Wi-Fi product is installed, uninstall it.
  If a connection utility app is installed, Windows may fail to configure the Wi-Fi settings. Be sure to take a note of your settings, (such as security keys) before uninstalling.

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What should I do if I do not know the SSID or security key for the access point?

- You can find the key in the setting screen of your access point.
  Refer to the manual that came with your access point for more information.

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What should I do if I cannot use NFC/One-touch functions?

- Move the NFC/One-touch functions supported device so that both the Touch marks of the device and your VAIO computer become as close as possible.
  If NFC/One-touch functions still do not work, move the device a little, or keep it away from the computer and after over 10 seconds, touch the computer with the device.

- Make sure that NFC/One-touch functions are enabled on the supported device.
  You may need to change the device settings depending on the device you use. For detailed information, refer to the manual that came with your device.

- Enable NFC/One-touch functions.
  Open the charms [Details] and select the **Settings** charm. Select **Change PC settings** in the lower-right corner, and select **Wireless** in the left pane. Turn off **Airplane mode** and change the **NFC** setting under **Wireless devices** to **On**.

- Do not bring metallic objects other than NFC/One-touch functions supported devices close to the Touch mark on your VAIO computer.

- Do not touch your VAIO computer with more than one NFC/One-touch functions supported device simultaneously.

- If NFC/One-touch functions still do not work after you perform above operations, restart your VAIO computer.

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What should I do if I cannot turn off my VAIO computer?

- Follow any of these procedures to exit all running apps and then turn off your VAIO computer again.
  - Drag the app from the top center of the screen to the bottom center. [Details]
  - Press the **Alt+F4** keys.
    If there is unsaved data, save it at the confirmation prompt.
    Press the **Alt+F4** keys until the **Shut Down Windows** window appears and select **Shut down** from the drop-down list and **OK**.

- If you have installed a new app on your VAIO computer, check if the app is working properly, its data is normal, and you have operated it correctly.

- Contact the app publisher or designated provider for technical support.

- If you connect peripheral devices, such as a printer or a USB device, to your VAIO computer or connect the computer to your network, disconnect all peripheral devices or the computer's network connection and then turn off the computer.
  While the computer is communicating with a peripheral device or the network, Windows does not allow you to turn off the computer. In addition, some peripheral device drivers for the peripheral devices do not support the feature to force the computer to shut down.

- If the computer screen freezes, press the **Ctrl+Alt+Delete** keys, select ⏻ (**Shut down**) in the lower right corner of the computer screen, and then select **Shut down**.

- If your VAIO computer freezes with a message indicating the settings are being saved or the computer is shutting down displayed, follow these procedures in order.
  - Press the **Enter** key.
    Wait for a while.
  - If the problem persists, press the **Ctrl+Alt+Delete** keys.
    Wait for a while.

- If you still cannot turn off your VAIO computer even after you follow all the above procedures in this topic, perform the following operations.
  Note that performing these operations may cause working data to become corrupted. Be sure to disconnect the computer from the network before performing the following operations.
  - Press the **Ctrl+Alt+Delete** keys, select ⏻ (**Shut down**) in the lower right corner of the computer screen, and then select **Shut down**.
  - Press and hold down the ⏻ (Power) button for more than four seconds.
  - Unplug the AC adapter and remove the battery pack from your VAIO computer.

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What should I do if VAIO Care Rescue Mode starts when I turn on my VAIO computer?

- You may have accidently pressed the **ASSIST** button rather than the ⏻ (Power) button. Exit **VAIO Care Rescue Mode** and locate the ⏻ (Power) button on your VAIO computer.

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What should I do if my VAIO computer does not enter Hibernate mode?

- Select **Choose what the power button does** in the **Power Options** window. [Details] Select **Change settings that are currently unavailable**, the **Hibernate** check box, and **Save changes**.

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What should I do if my VAIO computer does not turn on (the power indicator light does not turn on in green)?

- Make sure all cables are securely connected to devices, such as between your VAIO computer and the AC adapter; the AC adapter and the power cord; and the power cord and an AC outlet. [Details]

- If you plug the power cord of your VAIO computer into a power strip with a switch, make sure the switch is turned on and the power cord of the power strip is securely plugged into an AC outlet.

- If you do not turn off your VAIO computer through the normal procedure, the power controller may be suspended due to a program error.
  Disconnect all cables and peripheral devices, such as the power cord and the USB device, remove the battery pack, and wait about five minutes. Then, put them back in place and turn on the computer again.

- Before using your VAIO computer for the first time, you need to connect the computer to a power source with the AC adapter.

- Check that you are using the supplied Sony AC adapter.
  For your safety, use only the genuine Sony rechargeable battery pack and AC adapter, which are supplied by Sony for your VAIO computer.

- Make sure the battery pack is installed properly.

- The battery pack may have run out of power.

- Make sure your VAIO computer is not in Hibernate mode by pressing the (Power) button on the computer.
  Note that if you press and hold down the (Power) button for more than four seconds, the computer will turn off.

- If you bring your VAIO computer directly from a cold location to a warm one, or use it in a high humidity location, moisture may condense inside the computer.
  In such a case, allow at least one hour before turning on the computer.
  Do not use the computer in a high humidity location (a relative humidity of more than 80 %), as it may cause the computer to malfunction.

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What should I do if my VAIO computer does not turn on or the power button does not work (the power indicator light blinks fast)?

- The battery pack may not be installed properly.
  Remove the battery pack and reinstall it properly. [Details]

- If the problem persists, it means the installed battery is not compatible with your VAIO computer.
  Remove the battery pack.

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What should I do if the power indicator light turns on in green when I press the power button but the screen remains blank?

- Make sure the brightness and contrast controls are adjusted correctly.

- Press the **Alt**+**F4** keys several times to close the app window.
  An app error may have occurred.

- If you wait for a while and the computer screen remains blank, restart your VAIO computer by following the procedures below in order. Note that following these procedures may cause working data to become corrupted.
  - Disconnect all peripheral devices, such as a printer or a USB device, and your VAIO computer from the network, if any.
  - Press and hold down the (Power) button for more than four seconds and make sure the power indicator light is off. Then, turn on your VAIO computer again.

- If the problem persists, press and hold down the (Power) button for more than four seconds and make sure the power indicator light is off. Disconnect all cables connected to your VAIO computer, such as the AC adapter, remove the battery pack, and wait about five minutes. Then, put all cables, peripheral devices, and the battery pack back in place and turn on the computer again.

- If an extra memory module is not installed properly, your VAIO computer may not turn on.
  Use of memory modules not specified by Sony or improper installation of memory modules may cause the computer to fail to boot or to become unstable.
  In such a case, reinstall the memory module.
  If you use a memory module other than the Sony branded memory module, contact the sales dealer or the manufacturer of the memory module.

- If you bring your VAIO computer directly from a cold location to a warm one, or use it in a high humidity location, moisture may condense inside the computer.
  In such a case, allow at least one hour before turning on the computer.
  Do not use the computer in a high humidity location (a relative humidity of more than 80 %), as it may cause the computer to malfunction.

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Why does a message appear and Windows fail to start when I turn on my VAIO computer?

- The BIOS boot options may have been incorrectly configured.
  Press the **ASSIST** button while your VAIO computer is off to display the **VAIO Care Rescue Mode** screen, select **Start BIOS setup**, and change the **Boot Mode** setting, then restart the computer.

- If a message such as "Secure Boot Fail" appears, check the following:
  - Your VAIO computer may be booting from an external device that the computer does not support. When an external drive or a USB device is connected to the computer, disconnect it and restart the computer.
  - The BIOS boot options may have been changed from the factory default settings.
    Press the **ASSIST** button while your VAIO computer is off to display the **VAIO Care Rescue Mode** screen, then select **Start BIOS setup**.
    Press the ← or → key to select the **Security** tab, select **Factory Default**, and then press the **Enter** key.
    When the confirmation prompt appears, press the **Enter** key and restart the computer.
  - If a message appears even after you restart your VAIO computer, recover the computer using the recovery data on the built-in hard disk drive or SSD, or using the Recovery Media you have created. [Details]
  - The BIOS boot options may have been incorrectly configured.
    If the operating system on your VAIO computer is other than the preinstalled system, press the **ASSIST** button while the computer is off to display the **VAIO Care Rescue Mode** screen, then select **Start BIOS setup**.
    Press the ← or → key to select the **Security** tab, change the **Secure Boot** setting to **Disabled**, and then restart the computer.

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Why does my VAIO computer automatically turn off?

- When the battery pack is running out of power, your VAIO computer automatically enters Hibernate mode and eventually turns off.
  Connect the AC adapter to the computer or charge the battery pack.

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What should I do if my game software does not work or it keeps crashing?

- Check the website of the game if there are any patches or updates to download.

- Make sure you have installed the latest video driver software.

- On some VAIO computer models, the graphics memory is shared with the system. The optimal graphics performance in such a case is not guaranteed.

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What should I do if I cannot charge the device connected to the USB port that supports USB charging?

- Make sure that the **USB Charging** setting is enabled. [Details]

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What should I do if I cannot print a document?

- Make sure the printer settings are correctly configured.
  For information on the printer settings, refer to the manual that came with your printer.

- Make sure your printer is on.
  Refer to the manual that came with your printer for more information.

- Make sure the connections between the printer's power cord and AC adapter and between the AC adapter and an AC outlet are securely made.

- Make sure the appropriate printer driver is installed.
  When you connect a new printer, you first need to set up the printer driver.
  For information on how to set up the printer driver, refer to the manual that came with your printer, or visit the website of the manufacturer.

- Make sure the status of your printer is displayed as online or ready.
  Then, make sure the printer settings are correctly configured as instructed in the manual that came with the printer.

- Make sure your printer is set to **Set as Default Printer**.
  Refer to **Windows Help and Support** for more information. [Details]

- Make sure your printer is compatible with Windows installed on your VAIO computer.

- Make sure your printer is connected to your network (LAN).
  If the printer is directly connected to the network (LAN), make sure a router or a hub is on.
  If the printer is connected to a printer server, make sure an error message is not displayed on the printer server.

- Make sure your app is working properly.
  The app may not support your document format. In such a case, your document will not be printed properly.
  Contact the app publisher or the manufacturer of your printer.

- Make sure the correct printer port for your printer is selected.
  For more information on the printer port settings, refer to the manual that came with the printer, or contact the manufacturer.

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What should I do if my VAIO computer does not recognize the USB device?

- Check if the USB device is on and using its own power supply.
  - If you are using a digital camera, check if the battery is charged.
  - If you are using a printer, check if the power cable is connected properly to an AC outlet.

- You may need to install a USB driver for the USB device before connecting the device. Refer to the manual that came with the USB device for more information.

- Try using another USB port on your VAIO computer. The USB driver could be installed to the specific port you used the first time you connected the device.

- USB hubs may prevent the USB device from working because of a power distribution failure. We recommend you connect the device directly to your VAIO computer without a hub.

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What should I do if a message appears indicating that the battery pack is incompatible or has been incorrectly installed, after which my VAIO computer enters Hibernate mode?

- This problem could be due to the battery pack not being installed properly.
  To solve this problem, turn off your VAIO computer, remove the battery pack, and then reinstall it. [Details]

- If the problem persists, it is likely that the installed battery pack is not compatible with your VAIO computer or has failed. Turn off the computer, remove the battery pack, and then replace it with a new one specified by Sony.

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Why can't I fully charge my battery pack?

- The battery care function is enabled. Start **VAIO Control Center** [Details] and change the settings in the **Power and Battery** window.

- If ambient temperature is outside the specified range or the power consumption of your VAIO computer is high when you charge the battery pack, the charge current may be reduced.

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Why is my VAIO computer running slowly and the CPU clock frequency low while the computer is running on battery power?

- While your VAIO computer is running on battery power, the CPU clock frequency is reduced for power conserving purposes, which causes the computer to run slowly. This is normal and does not indicate a malfunction.

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What should I do if I cannot enter certain characters with my keyboard?

- If you cannot enter numbers by the numeric keypad, check if the Num lock icon in the desktop notification area is green or gray.
  When the icon is grayed out, the numeric keypad works as the directional arrow keys and the **Home**, **Page Up**, **Page Down** and **End** keys. Press the **Num Lk** key to change the Num lock icon to green before entering numbers. [Details]

- Check if the Caps Lock indicator light is on or off.
  When the indicator light is on, characters typed will appear in uppercase (or lowercase if you also hold down the **Shift** key).
  When the indicator light is off, characters typed will appear in lowercase (or uppercase if you also hold down the **Shift** key).
  Press the **Shift**+**Caps Lock** keys to turn the Caps Lock indicator light on or off.
  [Details]

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What should I do if my keyboard configuration is wrong?

- The language layout of your keyboard is labeled on the packaging box. If you choose a different regional keyboard when you complete the Windows setup, the key configuration will be mismatched. To change the keyboard configuration, refer to **Windows Help and Support**.

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What should I do if the connect indicator on the keyboard is blinking?

- If the keyboard or mouse is not used for about 10 seconds, the connect indicator blinks. The indicator will turn off if any keyboard or mouse operation is performed, or after 10 minutes.

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What should I do if the keyboard does not work?

- Check the following:
  - Use the keyboard within about 33 ft. / 10 m of your VAIO computer. [Details]
  - Set the power switch of the keyboard to **ON**. [Details]
    The keyboard supplied with your VAIO computer has a power switch to save the AA battery power.
  - Insert new dry cell AA battery. [Details]
  - If the battery indicator light of the keyboard is blinking, the battery is getting low. Replace it with a new one. [Details]
  - Make sure the keyboard is properly connected to your VAIO computer. [Details]

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Why can't I write data to a memory card?

- Some types of memory cards are equipped with an erasure prevention switch to protect data from unintentional erasure or overwriting. Make sure the erasure prevention switch is off.

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What should I do if the mouse does not work?

- Check the following:
  - Use the mouse within 33 ft. / 10 m of your VAIO computer. [Details]
  - Make sure another mouse is not connected.
  - Set the power switch of the mouse to **ON**. [Details]
    The mouse supplied with your VAIO computer has a power switch to save the AA battery power.
  - Insert a new dry cell AA battery. [Details]
  - When the status indicator of the mouse flashes orange, the remaining battery power is low. Replace the old AA battery with a new one. [Details]
  - Make sure the mouse is properly connected to your VAIO computer. [Details]

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What should I do if the mouse pointer does not move?

- If the pointer does not move while an app is running, press the **Alt+F4** keys to close the app.

- If you cannot close the app using the **Alt+F4** keys, press the ▦ (Windows) key and **I** key and then select ⏻ **Power** and **Restart** to restart your VAIO computer.

- If your VAIO computer does not restart, press the **Ctrl+Alt+Delete** keys, select ⏻ (**Shut down**) in the lower right corner of the computer screen, and then select **Restart** to restart your computer.

- If the problem persists, press and hold down the ⏻ (Power) button for more than four seconds to turn off the computer.
  Performing this procedure may cause loss of unsaved data.

- Avoid using any wireless devices that exchange radio signals on the 2.4 GHz band near your wireless mouse. These devices may create radio interference, causing the mouse to stop working properly.

- Do not place metal furniture or objects near your VAIO computer or wireless mouse, as this may create radio interference, causing the mouse to stop working properly.

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What should I do if the mouse pointer jumps or moves slowly?

- If the mouse pointer does not move as intended, make sure the mouse is placed on a lusterless surface (printing paper, etc.), or a mouse pad for an optical mouse, etc.
  The mouse pointer may not move as intended on the following surfaces:
  - Light-transmissive material (glass, etc.)
  - Light reflecting material (glossy vinyl, mirror, etc.)
  - Consistent pattern surface, such as a half tone print (photograph in magazine or newspaper, etc.)
  - Stripe or other pattern with sharp contrast
  - Gloss finish mouse pad or desk, etc.

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What should I do if I forget the Windows password?

- The Windows password is case-sensitive. Check your password and enter again.

- Log on using a user account that has system administrator privileges to reset your password.
  - If you forget all passwords for system administrator accounts, you cannot reset any Windows passwords. You need to perform system recovery. [Details]

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What should I do if the Enter Onetime Password message appears and Windows does not start after I enter a wrong power-on password three times consecutively?

- Press and hold down the ⏻ (Power) button for more than four seconds and check if the power indicator light is off. Then, restart your VAIO computer and enter the correct password.
  The password is case-sensitive, so be sure to check letters for the current case before you enter the password.

- If you forget the power-on password, you cannot start your VAIO computer. [Details]

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Why doesn't the built-in digital compass show the correct direction?

- The built-in digital compass works by detecting a magnetic direction. Do not rely solely on the location information the built-in digital compass provides.
  Especially at the following locations, the accuracy of the digital compass can be easily affected by magnetic interference and it may not work correctly.
  - Inside an elevator or a room built with ferrous materials, such as iron frames or reinforced concrete
  - Near a reinforced concrete structure, such as a footbridge or an airport or a train station concourse
  - Near or inside a train or a car
  - Near a transformer on the ground or high-voltage power lines
  - Near a metallic product, such as a metal frame desk or metallic furniture
  - Near a material that has a high level of magnetic interference, such as a magnet, a magnetic holder, or speakers
- Calibrating the built-in digital compass may correct the direction. [Details]

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Why doesn't the computer screen rotate?

- The screen rotation may be disabled.
  Press ⬚⬚ (the rotation lock button) on your VAIO computer to enable/disable the rotation.

- The screen rotation is disabled while your VAIO computer is connected to an external display.
  If you connect the computer to an external display while using the computer in portrait orientation, the computer screen automatically changes to landscape (horizontal) orientation.

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How can I reinstall the original apps and drivers?

- You can restore the preinstalled apps and drivers using **VAIO Care**. To restore them, start **VAIO Care** [Details] and then select **Advanced Tools**, **Restore and recovery**, and **Reinstall Applications and Drivers**.
  Refer to the help file included with **VAIO Care** for more information.

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How can I restore my VAIO computer system to its factory default settings?

- There are two ways to recover your VAIO computer system: from Recovery Media [Details] and from the recovery area [Details].

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How do I create Recovery Media?

- You can create Recovery Media using **VAIO Care**. [Details]

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What should I do if I cannot create Recovery Media?

- Try the suggestions below:
    - Download and install the latest updates using **VAIO Update**. [Details]
    - Restart your VAIO computer. And then, try to create Recovery Media again.
    - If an AC adapter is supplied with an external optical disc drive, plug the AC adapter into a power source.

- Try other reliable media.

- If the problem persists, visit the VAIO online support website for further assistance.

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What should I do if I cannot recover my VAIO computer from the recovery area?

- Recover your VAIO computer from Recovery Media if you have used apps to modify the recovery area, installed a different operating system from the preinstalled one, or formatted the built-in storage device without using **VAIO Care (Rescue Mode) : Recover or maintain your system**.

- If the problem persists, visit the VAIO online support website for further assistance.

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What should I do if I cannot start/complete the recovery process?

- Disconnect all unnecessary external devices from your VAIO computer.

- Try the suggestions below:
    - Check the condition of Recovery Media. If you are using optical discs, check the discs for dirt or damage. If the discs are not clean, clean them and try recovering your VAIO computer again.
    - If you cannot recover your VAIO computer from the recovery area, restart the computer and recover the computer from the recovery area again, or use Recovery Media.
    - If you cannot recover your VAIO computer using a USB optical drive or USB flash drive, connect the drive to another USB port or to the USB port that is compliant with the USB 2.0 standard (if any). Then, turn off the computer and try recovering it again. [Details]

- If the problem persists, visit the VAIO online support website for further assistance.

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What should I do if my VAIO computer becomes unstable (Windows does not start)?

- Try the suggestions below:
  - Restore computer system files. [Details]
    Use the restore point that you created before your VAIO computer becomes unstable.
  - Restore your VAIO computer from a system image backup if you have created the backup. Refer to **Windows Help and Support** for more information. [Details]
    Any file you have created or changed after you created the system image backup will not be restored.
    You need to back up such a file with **VAIO Care (Rescue Mode) : Recover or maintain your system**. [Details]

- Use **VAIO Hardware Diagnostics** to identify problems on your VAIO computer.
  - With the app, you can check if the computer hardware (a CPU, a memory module, and a built-in storage device) needs to be replaced.
    To start **VAIO Hardware Diagnostics**, select **Tools** and **VAIO Hardware Diagnostics** in **VAIO Care (Rescue Mode) : Recover or maintain your system**.

- Follow the instructions in **Recovering from the Recovery Area** to recover your VAIO computer. [Details]
  - If you have not backed up your data, be sure to make a backup copy of your valuable data using **VAIO Care (Rescue Mode) : Recover or maintain your system** before recovering your VAIO computer. [Details]
    If you have a backup created with the Windows backup feature before your VAIO computer becomes unstable, but you have created or changed the file after that, back up such a file with **VAIO Care (Rescue Mode) : Recover or maintain your system**.
    Note
    - Recovering your VAIO computer will delete all the data on the built-in storage device.

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What should I do if my VAIO computer becomes unstable (Windows starts)?

- Try the suggestions below:
  - Start **VAIO Care** to search for a solution. [Details]
  - Restore computer system files. [Details]
    Use the restore point that you created before your VAIO computer becomes unstable.
  - Uninstall an app or a driver if your VAIO computer has become unstable after you installed the app or the driver.
  - Reinstall the preinstalled apps or drivers on your VAIO computer if such apps or drivers have not been working properly. [Details]
  - Restore your VAIO computer from a system image backup if you have created the backup. Refer to **Windows Help and Support** for more information. [Details]

- If the problem persists, follow the instructions in **Refreshing Your VAIO Computer** to reinstall the operating system. [Details]
  If the problem persists after you refresh your VAIO computer, follow the instructions in **Recovering from the Recovery Area** to recover the computer. [Details]
  The computer may not support the refresh function depending on the model you purchased.
  - If you have not yet created Recovery Media, create the Recovery Media. [Details]
  - Be sure to make a backup copy of your valuable data before recovering your VAIO computer. Refer to **Windows Help and Support** for more information. [Details]
    Note
    - Recovering your VAIO computer will delete all the data on the built-in storage device.

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